

SKOA relaciona cu veredicto di Corte di Apelación y pago escolar pa año 2016-2017

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ATIA Y CAMARA DI COMERCIO A CONCLUI CU NAN A SER MANIPULA



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Lider di fraccion AVP, Rene Herde’:

Mester midi exito di turismo segun e grado di participacion di y beneficio pa henter comunidad

“E debate publico cu ta wordo hiba riba regulacion di hotelnan cu ta opera a base “All-Inclusive”, a duna hopi hende un bista mas cla di con nos economia ta funciona, cuanto nos ta depende di turismo y con pa midi nos exito den turismo.

Te awor aki e midinan cu ta wordo uza pa wak con bon turismo ta funciona den un pais ta e cantidad di camber, e cantidad di turista cu ta bini e pais, e cantidad di placa cu turismo ta genera.

Awor WTO ta menciona den cuadro di e discucion riba regulacion di “All-Inclusive”, cu mester midi exito di turismo tambe n’e grado di participacion di henter comunidad na turismo y na e beneficianan cu un pais ta haya di turismo.

Na esaki por añadi e grado y e forma di reparticion di e beneficianan di turismo den comunidad. E forma di midi aki ta trece un ingrediente interesante mas den e debate cu ta hopi relevante pa un pais cu ta depende asina hopi di turismo.

Cu 85% di nos economia ta depende di turismo y mas cu 45 mil di trahadornan directamente y indirectamente trahando den turismo, no tin duda di e imparto di turismo den nos economia y nos comunidad”, segun Rene Herde’.

ALL-INCLUSIVE

“P’e discucion si tin cu regula hotelnan “All-Inclusive” of no, e midi di participacion na turismo y coseha beneficianan di turismo, ta nifica cu pa motibo di e consecuencianan negativo cu mucho hotel “All-Inclusive” lo tin pa resto di economia, cu mester regula esaki.

Pasobra mester sigura cu henter nos comunidad por sigui participa directamente y sin niun barera na turismo y sigui probecha igualmente di e beneficianan di e economia di turismo”, Rene Herde’.



Den reunion pa haya claridad

ATIA y Camara di Comercio a conclui cu nan a ser manipula

Mescos tambe e propio Minister Otmar Oduber



DIABIerna ultimo a sali un carta den publicidad cu ta firma pa AHATA, cu sosten di ATIA y Camara di Comercio, relaciona cu e situacion di All Inclusive.

Un carta cu un cantidad di mentira, of mihor bisa cu no ta cuadra cu berdad. Nunca a bin dilanti, cu Gobierno lo bay di acuerdo pa retira e ley aki pa 12 luna pa profundisa mas riba e ley di All Inclusive.

Por conclui cu ultimamente tin algun persona, sigur den seno politico y tambe prensa, ta yuda na fomenta informacionnan cu no ta cuadra cu realidad, segun Minister Otmar Oduber.

Pesey un biaha mas, el a yama un reunion cu ATIA y Camara di Comercio, cual reunion a tuma lugar dialuna ultimo. E organisacionnan tambe a firma e carta cu a ser manda pa e.o, Prome Minister, Mike Eman, pero den dicho reunion e dos organisacionnan comercial a keda negativamente sorprende, pasobra nan a conclui cu nan a wordo manipula, mescos cu Minister Otmar Oduber a sinti cu e tambe a wordo manipula.

Y peor ainda, ora cu e carta aki ta duna cu unicamente 8 hotel a firma cu nan ta compromete nan mes pa no bay negocia of bende nan hotel den e periodo di e asina yama “cooling off period”.

Aruba tin un total di 28 hotel, y si kita e timesharenan mes afo, ta papia di 14 pa 16 hotel y awor por mira cu 8 hotel di cual Holiday Inn, The Mill, Tierra del Sol y otronan no a bay di acuerdo pa duna e garantia menciona cu nan lo no negocia of bende nan propiedad durante e periodo di gracia cu AHATA ta bisa di kier.

Kier men, cu netamente esnan cu mas ta un peligro pa den e periodo di gracia aki, negocia y bende nan hotel cu un cadena All Inclusive no a firma e documento aki, segun Minister Otmar Oduber.

Como tal Gobierno sigur no por acepta e proposicion di un cooling off period aki. AHATA a paga varios avisa, unda nan ta bisa di tin 20 miembro, poniendo nan logo den nan aviso, maske cu anteriormente mesun AHATA aki a bisa di ta representa 90 miembro, despues a bisa di ta 20 pa awe ta 8 miembro so ta nan tras.

Minister Otmar Oduber a duna di conoce mirando cu Aruba ta miembro di WTO, el a pidi nan un conseho riba All Inclusive, ora cu e tabata na Cuba unda el a topa cu e CEO di WTO, kende na september awor lo ta na Aruba p’e conferencia di turismo cu Aruba lo ta sede. Asina WTO a manda nan studio, obhetivo unda si por tin un desaroyo di all inclusive y unda no.

Esey a wordo presente recientemente den un raport pa Aruba.

Unda Aruba mes mester por sa di posiciona su mes como un destinacion turistico. Pesey no por compara e raport cu AHATA a manda pidi na CHTA riba e tema aki. Di acuerdo cu Minister Oduber, no por compara CHTA cu WTO, ya cu AHATA a manda pidi CHTA kico e kier den dicho raport.

Ta di compronde cu AHATA ta bringa pa su interes, pero Gobierno ta wak interes general p’e pais.

Ayera e contestanan a yega Parlamento di preguntanan a haci relaciona cu e ley di All Inclusive. Parlamento a aproba un mocion, unda a pidi pa laga traha un raport cu a keda cla y ta conoci di parti di PWC, cu a ser traha a base di expertonan local.

Awor de pronto por mira fraccion di PDR y di MEP a pidi tambe pa pospone e tratamiento di e ley aki, y a dicidi di bay para banda di e doño di e hotelnan, siendo nan mes a aproba e mocion pa laga traha un raport.

Kier of no, Parlamento lo trata e ley aki, proximamente, pasobra interes general mester prevalence.

Unico alternativa cu AHATA a bin cune, ta di kier bira Formador di un Gobierno, ora cu a boga pa unifica dos Ministerio, esta di Turismo y cu esun di Economia. No a bin cu ningun alternativa. E mandatario tabatin 7 encuentro cu AHATA, pero den ningun di esakinan, AHATA no a bin cu ningun sugerencia cu por discuti.

Opinion di mayoria ta, cu mester bin regulacion di All Inclusive. Tin hopi comentario, pero esnan cu ta contra, no a bin cu otro alternativa.



Gremionan comercial hopi contento cu atencion pa medio ambiente den acuerdo entre Aruba y Citgo Petroleum Corporation

UN di e aspectonan mas importante di e acuerdo firma entre Aruba y Citgo Petroleum Corporation ta cu e refineria na San Nicolas ta bay opera uzando gas natural como fuente energetico. Compara cu loke e tabata uza anteriormente, entre otro 'Heavy Fuel Oil', e ta un sistema cu ta bay reduci e cantidad di emisionnan dañino pa medio ambiente por lo menos na mitar.

Mas cu claro cu ningun refineria por ta 100% 'berde', pero e acuerdo aki ta reduci e posibel daño na nos medio ambiente grandemente.

Banda di e reduccion cu gas natural ta ofrece, ta incorpora un sistema pa captura carbon (Carbon Capture) basa riba algen.

E alganan ta consumi gran parti di e CO₂ cu e planta ta emiti y for di e alganan por produci un cantidad di grandi producto pa uza den otro industrianan cu por exporta. Entre otro, Unilever, un compania transnacional, ta hopi interesa pa haci uzo di e produccion di e planta aki.

Presidente di ATIA, Michel Henriquez tabata un di e representantenan di gremionan comercial cu a haya un presentacion relaciona cu e acuerdo pa habri e refineria. Michel Henriquez a bisa cu e ta masha positivo despues di e informacionnan suministra, pero tambe cu preguntanan a keda contesta pa Ministernan Mike Eman, Mike de Meza, Paul Croes y representantenan di e Team Negociador cu a traha riba e acuerdo cu Citgo Petroleum Corporation.

Referiendo riba e parti di e explicacion cu a haya encuanto di gas natural, Henriquez a splica cu nan a haya confirmacion cu e



planta petrolero ta bay opera for di prome dia haciendo uzo di Gas Natural.

E trabounan pa rehabilita e refineria y cuminsa cu e infraestructura pa transporta gas natural ta pasa di un manera paralelo.

"Nan ta bezig cu esey awor, pero mi ta kere cu tur esey ta cosnan positivo. Pasobra un refineria nunca ta bay ta 100% 'green', pero e proyectonan cu ta bay tin rond di dje cu a wordo presenta y splica, ta muestra si cu e lo ta un ehempel di con e por wordo haci pa futuro den otro refineria di e capacidad aki," Michel Henriquez a enfatisa.

Andres Hernandez di San Nicolas Bussines Association ta splica, cu aunke nan ta un organizacion comercial, pa falta di otro tipo di organizacionnan na San Nicolas, hopi biaha nan ta representa ciudadanonan comun y coriente tambe.

Esey ta haci cu nan ta mas contento ainda cu e desaroyo aki di un planta petrolero na San Nicolas mucho mas limpi, specialmente compara cu loke a conoce den pasado.

Sr. Hernandez ta splica cu na San Nicolas, dor di custumber no tabata wak e bista di e tubonan of partinan mahos di e refineria. Pero el a enfatisa cu na San Nicolas, "nos tabata haya tur loke tabata e holornan y cualkier gasificacion cu e refineria a trece cu ne, ta nos a biba cu ne.

Nos tin entendi cu awor, coriendo riba gas, e ta bay ta menos cu mitar di loke nos ta bay haña, fuera di esey, tin e proyecto pa piki bek e CO₂, asina ta nos ta bay tin hopi menos contaminacion den aire cu loke tabata existi anteriormente."

Jim Hepple a bisa cu e iniciativa aki ta algo masha importante pa Aruba y tambe pa turismo riba su mes. El a splica cu el a haya masha importante cu a uza e palabra, rehabilitacion.

"Rehabilita e refineria, trece e refineria den siglo 21 y esey evidentemente ta bay yuda masha hopi mes relaciona cu e temanan di medio ambiente y tambe di emisionnan," sr. Hepple a splica y a enfatisa cu, "for di perspectiva di sector turistico e ta hopi, hopi bon!"

Prome Minister di Aruba Mike Eman a pone e exigencianan medio-ambiental aki como parti di e acuerdo.

Mirando e beneficiacion economico cu apertura di un refineria ta nifica pa Aruba, for di parti di Prome Minister Eman, tabata importante tambe pa un reapertura no bin mes cos cu Aruba a conoce pa e ultimo 100 añanan.

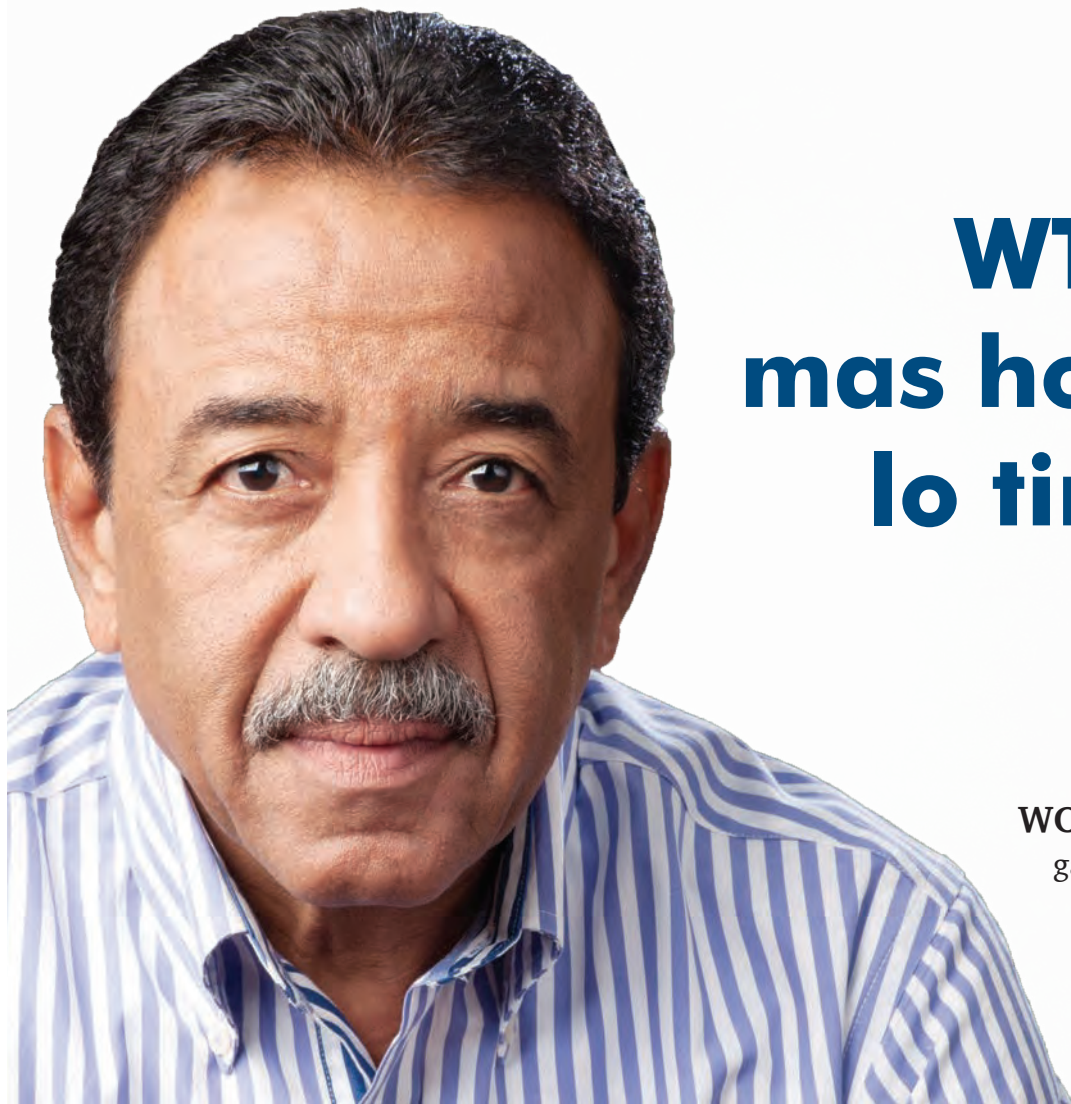
E meta tabata pa cambia e sistema pa uno mas moderno, cu beneficiacion pa medio ambiente y calidad di bida di e poblacion di Aruba, pero particularmente di San Nicolas.



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#1 Online



Lider di fraccion AVP, Rene Herde’:

WTO ta confirma cu mas hotel ‘All-Inclusive’ lo tin desventahanan grandi pa Aruba

WORLD Tourism Organization (WTO) di Nacionnan Uni ta e organisacion mas independiente riba tereno di turismo na mundo. E ta haci mas research cu cualkier otro organisacion mundial of regional den turismo y pa paisnan chikito.

E no ta sirbi niun otro interes cu sirbi paisnan rond di mundo cu experticio, informacion, trendnan, training”, segun Rene Herde’.

“E rapport di World Tourism Organization di Nacionnan Uni, ta bisa explicitamente den su rapport cu “All-Inclusive” no lo ta bon pa Aruba.

Esaki nan ta bisa: ‘Na e destinacionnan unda cu no tin suficiente pa ofrece e turista pafor di e resort, of unda cu e oferta no ta suficientemente confiabel den termino di seguridad, condicionan higienico of calidad, claramente tin un caso pa e proposicion di All-Inclusive. Den destinacionnan unda cu e oferta pafo di e resort ta rico (na oferta) y confiabel, y ta contribui na enrikecimento di e experiencia di e bishitante, e por ta cuestionabel y oportunidadnan pa involucra e comunidad su participacion den e proposicion di e propiedad All-Inclusive lo mester wordo explora’.

Loke esaki kiermen ta cu si den bo pais tin hopi servicio, facilidad, mas tipo di recreacion y experiencianan diferente p’e turistanan, hotelnan “All-Inclusive” lo causa daño na bo economia, pasobra nan ta exclui resto di bo pais di participa y beneficia di turismo”, segun Rene Herde’.

“Esaki ta netamente e caso di Aruba. Contrario na otro paisnan den Caribe y America Latina, Aruba tin un infraestructura y un economia diversifica y un cantidad di servicio y facilidad pa turistanan pafo di hotelnan. Si bo tene e turistanan den e hotelnan cu tur e facilidadnan den e hotel mes, e resto di nos pais y tur e facilidadnan pafo di e hotelnan no ta haya e beneficio di turismo. E mas cu 45 mil trahador den turismo, e taxistanan, e importadornan, e tiendanan, e operadornan di tour, e companianan chikito c uta huur bicicleta of cu ta bende productonan na turistanan, tur ta sufri. Pasobra nan ta haya menos turista pa wak”, Rene Herde’ a duna di conoce.



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Durante firmamento di proyecto na pier di Zeewijk/Cura Cabay

Minister Otmar Oduber a anuncia exoneracion di tur clase di belasting p'esnan den sector primario

DEN cuadro di firmamento di e proyecto di Zeewijk/Cura Cabay, Minister Otmar Oduber a anuncia cu cu den Consejo di Minister a tuma e decision pa haci e sector primario di pesca liber di tur impuesto.

Esaki ta pa stimula mas hende participa den e sector di pesca aki y contribui na un mehoracion di e dieta diario di nos comunidad.

Den pasado Minister Otmar Oduber a haci cierto ahuste, cu importacion di cierto artefacto, cu no mester a paga derecho di importacion, pero esnan responsabel mester tin un compania registra na e.o. Camara di Comercio y/of na Santa Rosa.

Awor a bay un stap mas aleu, unda a haci henter e industria aki, e piscador, agricultornan y criadornan di bestia, a wordo libera di tur impuesto.

Cu esaki, Minister Oduber ta spera di encurasha mas hende wordo envolvi den sector primario y asina produci mas producto na un prijs mas barata.

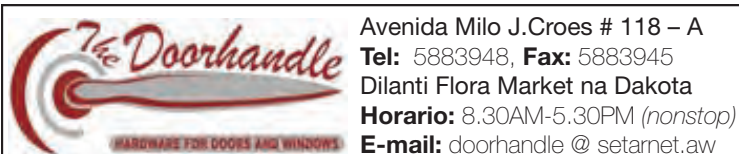
Esaki ta algo cu Gobierno a papia cu e piscadornan y e otro persona di sector primario.

Pronto lo por anuncia p'e agricultornan cu lo por haya un mihor prijs pa loke ta awa, cu no ta yobe, y mester usa awa di WEB.



Romeo Janga a indica cu e hecho cu awor e sector primario ta liber di impuesto ta yuda nan substancialmente den e trabao diario cu nan ta ehecuta. Loke cu nan ta

bende despues cu nan pisca den laman, practicamente no ta suficiente. Cu exoneracion di belasting aki, tahaci nan trabao mas facil pa sigui den e ramo aki.



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N.V. ELMAR a reconecta suministro den dos ora di tempo

Fayo den kabel di señal a causa interrupcion di coriente

Varios bario den distrito di Noord a resulta afecta

TABATA dialuna dia 20 di juni ultimo pa 10:50pm cu N.V. ELMAR a ricibi yamada di varios hotel relaciona cu interrupcion den suministro di coriente. Tecniconan a cuminsa mesora cu e proceso di "troubleshooting" pa asina por logra duna coriente bek mas pronto posibel na tur esunnan afecta, asina Jonathan van der Linden, especialista di mantencion di N.V. ELMAR a splica. Ya pa algo menos di 2 ora despues di e prome yamadanan, pa 1:15am, e tecniconan a logra reestablece e suministro di coriente pa Divi Phoenix Resort, The Mill Resort y algun otro hotel, como tambe pa e areanan afecta na Washington, Bubali y Boegoeroei.

E tecniconan a sigui traha henter marduga y alrededor di 5:30am a bin constata cu loke a causa e interrupcion di suministro di coriente tabata un fayò den un kabel di señal entre dos stacion principal di N.V. ELMAR. Jonathan van der Linden

a agrega cu N.V. ELMAR ta den proceso di instalacion di ekiponan innovativo automatisa cu lo preveni incidentenan manera esun cu a tuma luga dialuna. E sistemanan nobo ta manda señal di fayonan manera esun cu a tuma luga y tecniconan por tuma accion den un tempo hopi cortico pa remedia e situacion. N.V. ELMAR a celebra 65 aña di existencia na november ultimo y ta conta cu un total di 165 empleado den servicio directo di e compania. Siendo nos compania nacional distribuido di coriente, N.V. ELMAR ta inverti alrededor di 20 miyon florin tur aña den mantencion y actualisacion di su red di electricidad.

Cu lansamento di CIS, ta demostra cu no ta dedica atencion solamente na aspectonan tecnico y di infraestructura, sino tambe na e nivel di servicio eficiente y moderno cu ta brinda clientenan diariamente.



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A1 Taxi Services ta sostene maneho di Minister Otmar Oduber

Derecho di tur taxista ta keda respeta conforme ley

A1 Taxi Services su presidente, Omar Baroud despues di e reunion cu Minister Otmar Oduber relaciona cu e preocupacionnan cu tabatin pa loke t'e Decreto Ministerial cu a wordo publica den algun medio di comunicacion, a reuni cu su miembronan riba loke a wordo papia.

A presenta na tur miembro cu Minister Oduber ta para 100% tras di e taxistanan y ta sigui su maneho conforme ley.

E Decreto Ministerial a bin pa reforsa e leyman existente y ofrece mas seguridad na nan como taxista. A muestra bon cla cu loke ta wordo papia pafo no ta cuadra cu berdad y ta mas bien un wega politico, pero como taxista nos mester ta consciente di loke nos tin na e momentonan aki y mester sostene esnan cu ta proteha pa nos.

Un di e

puntonan importante t'e derecho na 27-30 dia di vakantie pa taxistanan y den reunion Minister Otmar Oduber a muestra su disposicion pa cu esaki.

Tambe a presenta e peticion pa tuma e vakan-tie aki no 'aan een stuk door', pero parti y e Minister a bisa cu esaki no lo ta problema pa tam-

poco.

E topico cu mas atencion y interes tabatin t'esun di traspaso di permiso den famia directo y Minister Otmar Oduber a confirma cu esey ta su maneho segun e posibilidad cu ley ta duna pa haci esaki.

Di e forma aki A1 Taxi Services su Presidente Omar Baroud kier informa comunidad cu nan si ta contento cu e informacion presenta dor di Minister Oduber pa loke ta su maneho di taxi mirando cu e ta boga pa bienestar di nan como taxista y nan no lo bay tras di ponencianan cu a lo largo lo por perhudica nan trabou.

Esaki ta opinion di nan miembronan y niun momento Minister Oduber a falta respet na niun taxi net lo contrario. Den su reunion a splica y el a duna tur central di taxi presente e chens pa haci pregunta y Omar Baroud ta kere mester stop di haci politica cu nan pan, pasobra na final di dia nan mester gradici Dios cu nos tin un Minister ta haci su best pa

trece mas turista pa nos pais,

Omar Baroud, Presidente A1 Taxi Services a finalisa su comentario.



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SKOA relaciona cu veredicto di Corte di Apelación y pago escolar pa año 2016-2017

AYERA mainta Corte di Apelación a duna sentencia den caso di e apelación cu SKOA a entama contra e veredicto di Corte den Prome Instancia di dia 8 di juli 2015.

P'e año escolar 2015-2016 SKOA a aumenta e pago escolar y a stipula cu pa (re) inscripción di alumnonan mayornan mester entrega comprobante di pago

inicial di e suma concerni di Afl. 175,-. Tambe SKOA a stipula cu e aircogeld na tur skol cu

tin aircogeld lo t'e suma di Afl. 150,- apesar cu no ta SKOA ta cobra e suma aki sino e skolnan mes of e comision di mayornan concerni.

E mayornan cu a entama caso contra SKOA a nenga di paga e pago escolar y a alega cu Gobierno tin obligación di paga tur gasto di enseñanza y cu SKOA lo no ta autoriza

pa cobra e pago escolar.

Corte di Prome Instancia a prohibi

SKOA pa cobra e au-

mento di pago escolar y/ of aircogeld como tambe a prohibi SKOA pa mara condición si pago (completo of parcial) no wordo haci. Esaki a causa un stagnacion y incertidumbre enorme den operación di SKOA pendiente e veredicto di Corte di Apelacion.

Corte di Apelación a huzga cu e esencia di e disputa entre partidonan t'e pregunta si Gobierno di Aruba tin e obligación di cubri 100% di tur gasto real di enseñanza particular, cu otro palabra si enseñanza particular ta wordo subsidia completamente dor di Gobierno y ta gratis na Aruba.

Corte di Apelación a huzga cu esaki no t'e caso. Aruba no tin (ainda) e base legal

pa ofrece enseñanza gratis. Esaki ta ensera cu Gobierno no tin obligación di subsidia tur gasto real di enseñanza particular.

SKOA como tal tin derecho di cobra pago escolar pa financia e gastonan cu Gobierno no ta subsidia- y mara e condiciónnan cu el a stipula na esaki.

Corte di Apelación a considera tambe cu e suma cu SKOA ta cobra pa pago escolar no ta di tal magnitud cu e ta stroba e admisión di alumnonan na enseñanza, especialmente si considera e opcionnan cu SKOA ta ofrece pa paga cu un arreglo di pago y/of e posibilidad pa busca ayuda social di Gobierno.

Pa locual ta trata e aircogeld Corte di Apelación a considera cu apesar cu esaki ta un asunto di e skolnan y/ of e comision di mayornan, SKOA tin e derecho di stipula e suma cu ta wordo cobra manera SKOA a haci pa asegura admisión na enseñanza. Corte di Apelación ta di opinión cu e admisión na enseñanza ta suficiente garantisa considerando cu e suma di pago escolar y aircogeld hunto y e hecho cu pago di aircogeld no ta mara n'e condición di (re)inscripción. Cu otro palabra, e sumanan di e pago escolar y aircogeld cu SKOA a stipula segun Corte di Apelación no ta di tal magnitud cu esakinan por of ta stroba admisión na skolnan. Pues tur mucha na Aruba por sigui e enseñanza sin cu e pago escolar ta stroba esaki.

E conclusión ta cu SKOA tin derecho pa cobra e pago escolar manera stipula pa

año escolar 2015- 2016 como tambe p'e año escolar benidero manera a wordo comunica na mayornan den e cartanan di fechanan 20 di mei 2016 y 24 di mei 2016.

Corte di Apelación a bay di acuerdo tambe cu SKOA a haci suficiente pa cu Gobierno haci pagonan cu tabata atrasa na SKOA.

E mensahe di SKOA pa mayornan ta keda uno di cooperación mutuo y unión pa pone e atención na unda e mester ta cu ta enseñanza.

SKOA ta satisfecho cu e resultado di e veredicto aki en bista cu esaki ta trece claridad y tranquilidad p'e skol, maestro y mayornan pa locual ta trata e tema aki. SKOA, maestro y mayornan por dedica tur atención na ofrece y ricibi enseñanza di calidad den un ambiente trankilo y liber di instigacion. Den curso di e simannan benidero SKOA lo duna mayornan mas información riba e siguiente pasonan.

Pa termina SKOA ta condena categóricamente e rumornan cu su Directora lo ta suspendi pa motibo di malversación di fondo como tambe e insinuación cu esaki lo tin algo di haci cu e pago escolar. Esaki ta un información completamente eroneo e incorrecto y ta wordo categóricamente desmentí.

Abogado pa SKOA tabata, mr. Marisol Tromp, mientras cu abogado mr. Hose Figaroa a defende interes di Judith Felicia y un lista di 510 otro mayor mas, e.o. Luigi Bergen kende a fungi como vocero di e grupo di mayornan preocupa cu e cambio.





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Chauffeur di jeep ta bandona sitio despues di causa accidente cu un pick-up dilanti Noord Medical Center



REQUEST FOR PROPOSALS no: CAPEX 16-070

PROJECT: Interior Enhancement II at AAA Arrival Hall – CAPEX 16-070-07

By means of this publication the Aruba Airport Authority N.V. (AAA), manager and operator of Aeropuerto Internacional Reina Beatrix, would like to invite all contractors who are interested in and/or who have formally and/or informally shown interest in the past to AAA to submit to AAA an offer as further described in our Tender Documents (TD).

Interested parties can receive the TD from AAA NV by sending a request here for ultimately by **July 1, 2016**, to e.vrolijk@airportaruba.com. The verification for the receipt of the request for the TD remains the responsibility of the requesting party. Once the TD document is delivered starting **July 7, 2016** an acknowledgement for receipt is required to validate the receipt of the TD. Site visit is **July 14, 2016** at 08.30 am lt. meeting place Meeters and Greeters area Customer service desk. Questions on the TD will be accepted till **July 21, 2016** at 4:30 pm. A copy of the answers to the questions from all parties will be emailed ultimately **July 27, 2016** to each party that has received our TD.

Interested parties should submit in total 1 proposal, namely:

1. Proposal for the project: Interior Enhancement II at AAA Arrival Hall – CAPEX 16-070-07

The final date for submission of a proposal to provide the above described is August 3, 2016, 10:00 am, local time at the office of the Chief Executive Officer.

All proposals should be submitted in a closed envelop either in person or via a courier service prior to the deadline indicated above at the following direction:

Attn: James Fazio, Chief Executive Officer
Aruba Airport Authority N.V.
Aeropuerto Internacional Reina Beatrix
Sabana Berde 75, Aruba

Public opening of the proposals will take place on **August 3, 2016 at 10:15 am lt.** at the AAA Management Offices.

AAA reserves the right to contact all entities on its own initiative who have expressed their interest in the past to AAA for the construction of buildings and civil works.

Aruba Airport Authority N.V.
June 2016



in co-operation with Schiphol International B.V.



DIAMARS marduga, alrededor di 3:45, habitantenan den area di Noord a scucha un sonido fuerte pafo di nan cas. A resulta cu tabata un accidente entre un pick-up y un jeep cu a sosode net dilanti di Noord Medical Center.

Patruxa di Noord a presenta n'e sitio y tuma datos di e chauffeur di e pick-up, kende tabata furioso pasobra e chauffeur di e jeep a core bandona e sitio, lagando tur e daño atras.

Segun e chauffeur y otro testigonan, e persona tabata na oranje bisti y a core bay den direccion di casnan di pueblo di Noord.

Ambulance a tambe a presenta pa duna asistencia medico na e chauffeur, kende a sufri slanan na curpa y tabata sinti dolor. Mas despues, Polis a wordo notifica cu e persona cu a ocasiona e accidente ta pidi pa Polis bay su cas na San Miguel p'e duna cuenta pa su actonan.

#1 Online

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Situacion den KIA ta sigui tenso

Un hoben a dicidi di agredi y hinca un cuidador di preso

AYERA un dado momento, informacion a drenta cu un cuidador di preso a keda agredi n'e seccion hubenil den KIA. E cuidador di preso aki a keda herida y mester a wordo traslada pa Centro Medico San Nicolas cu urgencia. Kico a pasa exactamente cu a conduci n'e detenido hoben aki pa agredi y hinca un cuidador di preso ainda ta desconoci pa nos, pero Recherchenan tin e investigacion.

Informacion extraoficial cu nos a haya ta haci mencion cu riba di dos piso na KIA a surgi un problema, caminda e preso hoben a tuma e curashi pa agredi y hinca un cuidador. Unda e preso aki a haya su arma, tampoco ta conoci. Situacion di e cuidador di preso no ta serio, pero si mester a bay pa wordo atendi medicamente.

Recherche inmediatamente a presenta na KIA

y a cuminsa cu nan investigacion.

E castigo cu e hoben preso aki ta sintando ta bira apart di e delito extra cu el a comete awor. P'e acto aki tambe e mester bay duna cuenta dilanti di Huez.

Cu e hecho aki por conclui cu e situacion den KIA ta keda uno tenso.



ANUNCIO

Pa motibo di training riba diahuebs 23 di juni, e oficinanan di Post Aruba lo sera riba e siguiente orario:

Oranjestad lo sera riba su orario regular: 4:30pm
San Nicolas, Sta. Cruz, Palm Beach: 4:00pm

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A constata promé caso di Zika na Saba

THE BOTTOM - Autoridadnan a confirmá cu un señora habitante di Saba te promé persona riba e isla cu a haña Zika. Reportadamente e señora sa biaha regularmente pa un isla den Caribe caminda tin Zika y tin tur indicacion cu taya den stranheria el a keda infectá.

Pa evitá un calamidad, a ordená e paciente pa tuma medida pa sangura no mordé mas y asina evitá cu e malesa ta plama riba e isla.

Afortunadamente no tin masha sangura na Saba loke ta reduci e risico di infectá mas hende.

Wèl t'asina cu tur hende cu sinti malesar, infeccion na wowo y dolor di weso pa bay dokter mesora.

E promé caso di Zika na Saba mester ta un



advertencia serio pa tur hende pa evitá di biaha pa pais y islanan caminda tin Zika. Nan ta recomendá tur hende pa ora nan ta den cas pa sera porta y bentana y cana cu sapato cu meña pa evitá sangura pica nan.

Ta masha importante pa ora un persona sea homber of muher bishitá un pais caminda tin Zika, pa tene relacion sexual cu condon, pasobra e enfermedad ta keda transmiti via relacion sexual tambe.



AUCTION

ex. 3:268 Civil Code of Aruba

THURSDAY JUNE 30, 2016

On Thursday June 30, 2016, at 11 AM, at the Conference Room of the Chamber of Commerce of Aruba, Irausquin Boulevard 10, Aruba, will be auctioned in public:

1. A residential house locally known as

NOORD 150

standing on a parcel of full ownership land, about 571 m2 in size, situated at in Aruba, descending from the parcel locally recorded as Second Division Section D number 849, as further described as parcel 6-A in a measure document dated May 30, 1998, which has been amended on March 20, 2000. The lease rights will expire on September 23, 2057.

Starting bid: Afl. 265.000,--

2. A commercial building locally known as

DRIEMASTERSTRAAT

26-28

standing on a parcel of full ownership land, 541 m2 in size, situated at Driemasterstraat in Aruba, locally recorded as First Division Section N number 322.

Starting bid: 125.000,--

Auction notary: T.R. Johnson LL.M.

- The auction is subject to the general conditions for foreclosure auctions and special auction conditions which will be determined by acting civil law notary T.R. Johnson. These auction conditions are available for inspection at the office of the aforementioned acting civil law notary situated at Italiestraat 50 units 10 & 10-A, Aruba.
- The auction will take place by raising bids (in Dutch: "bij opbod") and by decreasing bids (in Dutch: "bij afmijning"), in one session.
- Seller has the right to not accept any bid, at his sole discretion.
- All auction costs are for the account of the buyer, which costs include: transfer tax, registration fees cadaster, the outstanding long lease fees and property taxes for execution of the necessary notarial deeds, other auction costs (rent of auction room, bailiff fees, cancellation of liens and mortgages, advertisements), and the costs to have the property vacated, if necessary.
- The auction may be stopped or postponed at any time.
- Each bidder must be able to submit a bankguarantee issued by a reputable bank in Aruba to the amount of the highest bid increased with an amount equal to the auction costs.

For more information see our website:

WWW.JOHNSONNOTARY.COM

Minister Paul Croes a reconfirma **Glenda Hernandez ta Directora nobo di Departamento di Asunto Social**

“DESPUES di un proceso largo caminda a bay en busca di un Director nobo pa Departamento di Asunto Social, finalmente siman pasa sra. Glenda Hernandez a keda nombra oficialmente dor di Consejo di Minister”, asina Minister di Asunto Social, drs. Paul Croes a duna di conoce durante un entrevista.

For di un total di 19 persona, sra. Hernandez a resulta di t’esun mihor capacita pa cumpli cabalmente cu e funcion importante aki.

Di e forma aki tambe Minister drs. Paul Croes ta reconfirma e noticia, cu AWEMainta a publica dialuna ultimo caba.

Ta trata di un yiu di tera cu amplio experticio y experiencia den e tereno social, particularmente riba e aspectonan di bijstand, subsidio, entre otro. Su trayectoria ta inclui funcionnan na fundacion, como tambe municipi-
onan di Hulanda.

Basa riba esaki y otro puntonan mas, e titular di Asunto Social tin confiansa cu sra. Glenda Hernandez lo sa di desempeña e diferente debenan cu ta bin cu su posicion nobo.

Nombramento a bin despues cu un comision di e Ministerio en cuestion, hunto cu Departamento di Recurso Humano (DRH) a scoge pa propone sra. Glenda Hernandez for di un grupo di 19 candidato.

“Nos a ricibi peticion di hopi candidato cu hopi potencial p’e funcion aki. Nos ta consciente di e retonan cu e departamento ta afronta y di su importancia den e bienestar di su clientenan; pesey a pasa over di e proceso di seleccion dedicando hopi seriedad y enfoke,” asina Minister Paul Croes a comenta.

E mandatario a sigui señala cu: “E tarea primordial di un director nobo ta pa impulsa e departamento aki pa dilanti. Mehora e servicio social, atende cu e posicion huridico di e trahadornan, motiva cada trahador y seccion di e departamento y mehora e maneho di informacion p’asina stipula un maneho social pa termino largo.”

Minister Paul Croes ta felicita sra. Glenda Hernandez cu su nombramento y ta desea su persona hopi exito den e funcion nobo. Cu e nombramento aki ta deseo di e Ministerio concerni cu Departamento di Asunto Social por drenta un era nobo di operacion caminda e servicio na cliente ta alcanza un nivel nobo y mas productivo pa ambos partido.

Tambe kier mira cu coleganan di e departamento ta traha den un esfera agradabel y cu condicionnan laboral optimal cu ta promove productividad y eficiencia.

Minister Oduber conhuntamente cu Minister Bermudez a firma e ultimo inversion di FDA

Un inversion di 2.6 miyon florin pa Embeyecemento y Mehoration di Zeewijk/Cura Cabay Beach

DIALUNA mainta Gobierno di Aruba a haci e anuncio oficial cu dentro di poco lo inicia cu e trabounan pa desaroya e proyecto di Embeyecemento y Mehoration di Zeewijk/Cura Cabay Beach. Minister Otmar Oduber conhuntamente cu Minister Angel Bermudez a haci e acto oficial firmando e documentonan p'asina inicia cu e bunita proyecto aki.

Minister Otmar Oduber ta indica cu ya caba a haci cierto trabou n'e pier na Cura Cabay/Zeewijk pero a mira un necesidad basa riba e gran cantidad di piscadornan cu pa hopi aña ta eherce nan ofishi n'e sitio aki.

Ta un gran cantidad di piscador cu pa hopi aña no a ricibi e debido atencion cu awor por ta contento cu un proyecto hopi mas amplio unda e bario completo lo por disfruta di dje.

E mandatario ta comenta: "E piscadornan ta splicami cu hopi biaha ora tin mal tempo cu ta pone cu laman tambe ta bira peligroso, hopi t'e botonan di nos isla cu ta bin mara den e area aki pa percura pa nan seguridad."

Esaki ta demostra tambe e importancia di e pier aki y cu mester di su debido atencion.

Minister Otmar Oduber a gradici su colega Minister Angel Bermudez, y tambe Minister Benny Sevinger, e mandatario encarga cu infraestructura, cu a brinda sosten n'e proyecto aki. "Hopi aña pasa nos como Gobierno a tuma e decision cu nos ta bay aloca fondo di FDA, pa mehoracion di calidad di varios beach y area rond di lama. Zeewijk/Cura Cabay t'e ultimo di e serie aki despues cu a renoba Arashi y Nikki Beach, conhuntamente cu TPEF y ATA."

E t'e ultimo, pero no e menos importante, Zeewijk/Cura Cabay lo conoce un cambio grandi cu lo consisti di un inversion di 2.6 miyon florin. Ta trata di mehoracion y ampliacion di e pier p'e piscadornan, embeyecemento di henter e area y mehoracion di e beach.

Esaki sigur ta p'e habitantenan por disfruta di un otro beach di bon calidad, pero tambe pa crea mas opcion p'e gran cantidad di turista cu ta bishita nos specialmente cu barconan crucero.

"Esaki ta un di e areanan cu ta wordo crea banda di mas pariba tambe cu tur e desaroyonan tumando lugar pa haci di San Nicolas e Capital di nos Herencia Cultural. Un plan cu a inicia for di 3 aña pasa pa atrae mas turista pa pariba di nos isla."

Embeyecemento y mehoracion di Zeewijk/Cura Cabay Beach ta ensera di un proyecto cu



lo ta den dos etapa.

E prome etapa ta pa crea facilidadnan unda pa prome biaha piscadornan lo por tin nan propio espacio pa warda nan ekiponan, lo amplia e pier y lo desaroya henter e area pa crea un centro di pesca unda benta por tuma lugar na un forma mas adecuado pa henter e bario y henter nos isla. Minister Otmar Oduber ta termina bisando: "Zeewijk/Cura Cabay lo conta pa prome biaha cu un lugar nos hende-

nan y nos bishitantenan lo por bin cumpra nan pisca, pero tambe un lugar cu facilidadnan pa nos piscadornan.

Banda pabou un beach cu su facilidadnan pa tur su usarionan. Intencion ta pa crea di e area aki algo cu no tin pariba ainda."

Awor e piscadornan lo por tin un lugar mas adecuado pa eherce nan ofishi y na mes momento trece pisca fresco pa nos hendenan y pa nos bishitantenan.



AUCTION

ex. 3:268 Civil Code of Aruba

THURSDAY JUNE 30, 2016

On Thursday June 30, 2016, at 11 AM, at the Conference Room of the Chamber of Commerce of Aruba, Irausquin Boulevard 10, Aruba, will be auctioned in public:

1. A residential house locally known as

BRASIL 125

standing on a parcel of full ownership land, 500 m2 in size, situated at Brasil in Aruba, as further described in "ROOIBRIEF 3387 d.d. NOVEMBER 10,1950"

Starting bid: 182.000,--

2. A residential house locally known as

MEIVELD 1-D

(with fire damage)

standing on two parcels of full ownership land, respectively 1.117 m2 and 1.077 m2 in size, cadastrally known as First Division Section P numbers 271 and 272.

Starting bid: Afl. 196.000,--

Auction notary: T.R. Johnson LL.M.

- The auction is subject to the general conditions for foreclosure auctions and special auction conditions which will be determined by acting civil law notary T.R. Johnson. These auction conditions are available for inspection at the office of the aforementioned acting civil law notary situated at Italiestraat 50 units 10 & 10-A, Aruba.
- The auction will take place by raising bids (in Dutch: "bij opbod") and by decreasing bids (in Dutch: "bij afmijning"), in one session.
- Seller has the right to not accept any bid, at his sole discretion.
- All auction costs are for the account of the buyer, which costs include: transfer tax, registration fees cadaster, the outstanding long lease fees and property taxes for execution of the necessary notarial deeds, other auction costs (rent of auction room, bailiff fees, cancellation of liens and mortgages, advertisements), and the costs to have the property vacated, if necessary.
- The auction may be stopped or postponed at any time.
- Each bidder must be able to submit a bankguarantee issued by a reputable bank in Aruba to the amount of the highest bid increased with an amount equal to the auction costs.

For more information see our website:

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Hopi bon cu tur skol lo haya solar panel, pero kende(nan) lo haya e encargo aki?

HOPI contento di tende di parti di Prome Minister Mike Eman cu diferente scol lo haya Solar Panel, pero cu esaki tin hopi pero.

Bunita lo tabata si Gobierno a duna tur compania Solar na Aruba un oportunidad, pa brinda Gobierno e serviccionan aki. Na tur compania sin execpcion!

Sea Grandi of chiquito, ta un reaccion cu nos di AWE-Mainta a haya.

Ta un compania so a haya e encargo aki, loke sigur no ta husto, enfrente e otro nan.

Den Enfoke 90 por a tende Speed Andrade reacciona, defendiendo Mike Eman, cu esaki no ta berdad, pero cu tin mas cu un compania di solar panel lo haya e trabao aki.

Pero papiando cu un doño di compania, y el a bisa precies kico a sosode. Ki dia tabatin destaho p'e companianan aki? Ki dia nan a wordo aserca pa duna nan oferta. Si Gobierno ta transparente manera nan ta bisa, contesta e preguntanan aki. De lo contrario, e ta duna of habri caminda pa un cantidad di speculation.

Orario nobo

**Balie central
di Corte di
Husticia na Aruba
ta cera entre
12:00 pa 1:30**

E balie central di Corte den Prome Instancia na Aruba tin orario nobo. Awor e ta cera entre 12:00pm y 1:30pm. Tur cliente ta bon bini for di 8:00am pa 12:00pm y entre 1:30pm pa 4:00pm.

Publico por bishita e balie central pa e. o. entrega di peticion y tuma veredicto.

Banda di esey, e balie central ta disponibel pa duna informacion rib'e diferente area di ley.

Por comunica cu e balie central via number di telefon 526-5432.

Acoso sexual, ta algo cu ta pasando aki na Aruba?

Estudio di estudiante di Universidad di Aruba encuanto Acoso Sexual

FALTA di conscientisacion y datonan tocante acoso sexual na pia di trabou ta haci dificil pa yuda of proteha un victima. P’e motibo aki ta existi e necesidad pa investiga si tin un cantidad (halto) di casonan cu ta sosode den organisacionnan na Aruba cu no ta wordo raporta. Conscientisacion rib’e tema aki lo percura pa un miho reglamentacion.

Den e siguiente lunanan lo tin un investigacion cu lo wordo conduci pa un estudiante di e Departamento di Organization, Governance & Management n’e facultad di Arts and Science na Universidad di Aruba, Jezabel Stamper. Esaki ta un investigacion hopi importante relaciona cu finalisacion di su estudio rib’e tema di Acoso Sexual na pia di Trabou. Como un estudiante ta su deseo pa contribui n’e area di maneho di organizacion cu un tema specifico, cual ta acoso sexual.

E meta di e investigacion aki ta pa purba haña sa den ki grado e presencia di acoso sexual ta presente den e organisacionnan na Aruba.

“Tin falta di informacion y estudio haci rib’e topico aki na Aruba. Alabes, ta sinti cu falta conscientisacion rib’e tema aki den nos co-

munidad. P’e motibo aki ta importante pa stimula tur esnan envolve den e forza laboral di Aruba pa participa den e encuesta aki”, Stamper a splica.

E meta di e estudio aki ta pa acumula data y procesa e informacion cu lo sirbi pa mehora reglamento y procedura di organisacionnan local. E investigacion aki lo wordo haci via un encuesta online.

Tur informacion di e investigacion aki ta anonimo y confidencial.

E encuesta aki ta pa tur persona den sector laboral cu ta 18 aña of mas di edad y tin experiencia di trabou. Adicionalmente, organisacionnan local lo wordo acerca p’asina tambe forma parti di e investigacion aki.

Pa un resultado mas representativo posibel refiriendo n’e tema, ta haci peticion pa personanan cu a experiencia acoso sexual como tambe na esnan cu no tabatin un experiencia asina pa nan tam-

be participa y yena e encuesta aki.

E encuesta lo ta disponibel rib’e siguiente web link <https://www.surveymonkey.com/r/FL8M62P>.

Ta encurasha comunidad pa comparti e link aki cu famia, amigo y coleganan pa duna un man y contribui pa trece mas conscientisacion y yudansa na tur persona cu a yega di experiencia acoso sexual na trabou aki na Aruba.

No laga falta di informacion limita yudansa y proteccion p’e victimanan. Rason pa cual ta importante pa haci e investigacion aki. Bo contribucion ta hopi importante y aprecia. Cada encuesta registra lo yuda finalis’e e investigacion importante aki cu lo contribui pa colecta informacion rib’e tema aki cual resultado lo wordo analisa di manera cu lo por contesta e pregunta. Den ki grado acoso sexual ta presente den nos organisacionnan na Aruba.

E resultado di estudio haci lo wordo presenta n’e Department of Organization, Governance and Management (OGM) n’e facultad di Arts and Science na Universidad di Aruba y lo wordo publica den medionan di comunicacion.



UNITED NATIONS WORLD TOURISM ORGANIZATION: The impact of all-inclusive resorts in the destinations

Little is known about the global industry of All-inclusive resorts and complete information is difficult to obtain. In fact the last comprehensive report, now a decade old, stated that all-inclusives are reticent to disclose any financial or occupancy data (Mintel 2003). Even recent reports on the Caribbean hotel industry (Mintel 2013) fail to distinguish AI's from other types of hotels, yet state that their *modus operandi* is substantially different. Thus, different trends were estimated to form a clearer picture of this increasingly dominant tourism sub-sector.

The guarantee of a fixed budget is understandable: More than ever, travelers want to know the entire cost of their vacations upfront without having to reach into their pockets each time they order a drink or receive a service and they know they are guaranteed a manageable price. **Operators have more control over the end product, and hotels can increase their efficiency and predictability of demand, but overall their revenue, preventing customers from spending money in other options outside the resort: restaurants, bars, shops, entertainment, etc.**

Consequently, the implications for other local businesses, the destination's economy, and the tourist experience raise serious questions about the sustainability of this model of tourism; **most evidence has shown that local people see limited economic benefit.** All-inclusive resorts might create new jobs, but serious questions remain about whether, with margins pushed down throughout the supply chain and hotels hence being paid very little for each room, there is enough left to provide decent work to their staff.

Although this model might have certain advantages, offering a consistent product under the same branding, **the disadvantages of vertical integration come from the business risk emerging from the type of vertical integration and selected business partner as well as the impact on the stakeholders of the firms, especially consumers.**

The first disadvantage of vertical integration is the high risk of failure when complementarities are not well aligned. The second disadvantage is rise in cost due to conflicts between synergizing firms. A third disadvantage is the adverse impact on independent players and consumers. Vertical integration by large firms can create monopolistic networks to the detriment of small and independent players.

The promotion of all-inclusive tourism is a way to attract foreign investments and to increase employment and economic growth in the short run. **Serious questions have however been raised regarding the long-term economic, cultural and social consequences for host communities. Research suggest that financial leakage is significant in all-inclusive resorts, that spending is lower than among other types of tourists and that governments have failed to include local communities in the planning process.**

In those destinations where there is not sufficient offer for tourists outside the resorts, or where the offer is not reliable enough in terms of safety and security, hygienic conditions or quality, there is clearly a case for the All-inclusive proposition.

However in those destinations where the offer outside the resort is rich and reliable, and contributes to enrich the visitor's experience, it could be questionable and opportunities of engaging the community's offer in the all-inclusive resort proposition should be explored.

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 Ambulance Wayaca 582-1234

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 SVB (AO-Ziekmelding) 527-2782

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Pariba di Brug:
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Dokter na Warda

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Pariba di Brug:
 Centro Medico San Nicolas

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Rode Kruis Aruba 582-2219
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 Centro Kibrahacha 588-3131
 Stichting Bloedbank 587-0002
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Cas Editorial



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Director

Victor "Toko" Winklaar
 Victor R. Winklaar

Gobernador di Aruba a keda nombra como miembro honorario di Cruz Cora



RIBA diabierna, 17 di juni, su Excelencia Gobernador Fredis J. Refunjol a wordo nombra Miembro Honorario di e Vereniging Cruz Cora Aruba.

E miembrecia honorario aki a wordo otorga na su persona pa su sosten como patron na Cruz Cora Aruba den e ultimo 12 aña na momentonan cu tabata necesario.

Boluntarionan di Cruz Cora ta hopi gradici na Gobernador Refunjol pa su sosten.



Minister drs. Paul Croes:

“Poder di Hubentud ta otro muestra di mi compromiso cu hubentud di Aruba”

“CU e iniciativa Poder di Hubentud cu ta un proyecto pa pone lus positivo riba hobennan cu ta haci cos positivo den nos pais, ta otro muestra di e compromiso cu nos Gobierno tin pa nos hobennan di Aruba. Demasiado biaha e lus ta negativo riba nos hobennan, y mi enfoka ta pa duna balor na hobennan cu ta haci cosnan bon den nos pais.

Trabou boluntario, entrepreneurship, deporte, arte y cultura hopi hoben ta dedica n’esaki, pero nunca ta haya reconocimiento p’esaki.

Momento a yega pa nos pone lus positivo riba nos hubentud cu tin balor agrega pa nos pais”, Minister di Hubentud drs. Paul Croes a bisa den su discurso.



Segun un investigacion haci pa universidad di Aruba rond di 80 pa 85% di nos hobennan ta dedica nan mes na cosnan positivo. Rond di 10 pa 15% di nos hobennan ta haci escogencia erroneo of incorrecto den nan bida, kiermen mester dedica programanan n’e grupo aki tambe, solamente no mester lubida e grupo di mas grandi cu ta haciendo cosnan positivo pa nos pais.

Mas di 30 hoben a wordo nomina y finalmente 18 a keda escogi pa bay e siguiente rond. E hobennan aki lo recibi 2 luna di curso intensivo p’asina upgrade nan mes riba varios tereno.

“Nos ta considera e hobennan aki di awor caba como lider den nos comunidad y kier pa nan sigui positivamente padilanti”, Minister Paul Croes a finalisa bisando.

Dos homber deteni relaciona cu labamento di placa

WILLEMSTAD – Diamars 21 di juni 2016, alrededor di 6’or di mainta, personal di Division di Crimen Organisa den cooperacion cu Team di Aresto, Duana y KMAR a tene entrada hudicial na dos diferente adres, respectivamente na Ser’i Bientu y Kirindongo Abou. E entradanan hudicial ta den cuadro di un investigacion penal cu ta andando relaciona cu e Ley di Opio y labamento di placa. Durante di e investigacion n’e adresnan mencionada, cu a tuma lugar bou supervision di un

Hues Comisario y Ministerio Publico, a haya y confisca e. o. algun telefon y documentonan cu ta relevante p’e investigacion.

A detene dos homber sospechoso pa violacion di e Ley di Opio y labamento di placa R.R.K. di 30 aña y S.A.R.H. di 34 aña, ambos naci na Corsou.

A presenta ambos sospechoso dilanti un Fiscal Auxiliar cu a ordena nan encarcelamento pendiente di mas investigacion.

Glenbert Croes di MEP:

Mi ta pro e acuerdo cu PDVSA Citgo pasobra mi kier mira tur yiu di tera y contratistanan local bek na trabao

“**TUMANDO** nota di e noticianan internacional y nacional pa purba desacredita e proyecto di reapertura di e refineria cu PDVSA Citgo, mi ta sintimi yama pa duna mi opinion y refleccion rib’e tema aki.

Prome mi kier expresa cu mi persona y niun hende di MEP no a ricibi niun placa ni bao mesa ni riba mesa relaciona cu e proyecto aki, PDVSA Citgo no a paga niun gasto di biahe of otro ni p’ami ni pa nos den e esfuerzo aki pa habri e refineria di Aruba, nos no tabatin niun narco magnate petrolero den persona di Roberto Rincon pa ‘wine and dine’ nos y duna placa manera e si a haci cu Gobierno di Aruba y Mike Eman Minister Presidente di Aruba. Mi ta expresa esakinan pa tur hende comprende cu e unico motivacion y interes cu nos di MEP tin den defende e proyecto di reapertura di refineria di Aruba ta e interes di nos pueblo”, segun Glenbert Croes.

“Ora cu mi expresa mi opinion rib’e tema aki tambe mi ta pone mi mes den sapato di tur e yiunan di tera cu a perde trabao cu e refineria, tur e yiunan di tera cu mester a bay den exterior pa traha, y den sapato di tur e contratistanan local y nan trahadornan cu a bay failliet of mester a ‘size down’ nan actividadnan di negoshi.

Y pa tur e cuponan di trabao cu lo wordo crea cu bon salario cu e reapertura di e refineria mi ta pro e acuerdo cu PDVSA Citgo. Pa tur e yiunan di tera cu lo bin bek nan pais pa traha bek cu e refineria mi ta pro e acuerdo cu PDVSA Citgo.

Pa tur e contratistanan local y nan trahadornan cu lo haya contract bek cu e refineria mi ta pro e acuerdo cu PDVSA Citgo”, Glenbert Croes a musta.

“Ademas e comercio y progreso cu e reapertura di e refineria lo trece bek pa San Nicolas en particular y Aruba henter, cual impacto economico na favor lo ta no menos cu 15% di nos GDP. E inversion den e rehabilitacion di e refineria lo ta no menos cu 1.2 biyon dollar.

E hecho cu e refineria lo opera a base di gas lo haci cu e refineria lo opera di forma mas limpi pa nos medio ambiente y economicamente rendabel p’e propio refineria, e gas lo wordo haci disponibel pa WEB haci su conversion di su operacion a base di gas cual lo ta miho pa nos medio ambiente y mas economicamente rendabel pa WEB, pero tambe finalmente nos lo por asina baha prijs di awa y coriente permanentemente pa nos pueblo dor di elimina e factor brandstof clause den e estructura di prijs di awa y coriente y elimina e crimen economico cruel contra nos pueblo di hedging”, segun Glenbert Croes.

“Gobierno di Aruba lo ricibi mas entrada cu PDVSA Citgo compara cu VALERO dor di e curashi di partido MEP expresa dor di mi persona den mi reunion un aña pasa cu PDVSA unda mi a propone pa saca VALERO afo y pa Gobierno di Aruba bira doño di e refineria y pa nos uza e modelo Corsou pa nos lease e refineria pa cual awe Gobierno di Aruba lo tin danki n’e proposicion aki dos entrada, lease income y tax income, belasting directo y indirecto. Pa tur e motibonan aki mi ta pro e reapertura di e refineria y pro e acuerdo PD-

VSA Citgo cual nos partido y humildemente mi persona a lucha sumamente duro pa logr’e. Y awor cu nos a logr’e nos mester gradici nos Todopoderoso cu nos a wordo brinda como pais y pueblo.

Ademas, mi no kier ni pensa pa nos na Aruba keda depende di turismo so y si esey pasa den tempo dificil kico lo pasa si nos no tin nos otro pilar economico. P’esey mi ta pro e refineria di Aruba su reapertura cu PDVSA Citgo”, Glenbert Croes a termina bisando.





Minister Oduber conhuntamente cu Minister Bermudez cu anuncio alentador pa piscadonan

A firma e decreto pa haci Sector Primario completamente liber di impuesto

DIALUNA mainta, durante e acto oficial di firmamento pa embeyecemento y mehoracion di Zeewijk / Cura Cabay beach Minister Otmar Oduber a anuncia cu oficialmente Gobierno a firma e decreto cu ta haci e sector primario completamente liber di impuesto.

Den pasado pa locual ta trata sector primario a haci cierto artefactonan liber di ‘invoerrechten’ si e persona cu ta practica e ofishi ta registra na Santa Rosa of na Camara di Comercio como tal. E mandatario encarga cu Sector Primario ta splica cu awor a bay un paso mas leu den incentiva e sector aki dor di haci pa piscadonan y criadonan di bestia liber di impuesto.

“Esey ta nifica cu tur material no algun material, manera anteriormente, pero tur material ta liber di impuesto. Esaki ta inclui tambe ‘winstbelasting’ y ‘inkomstenbelasting’. Di e forma aki nos kier encurasha pa mas y mas hende practica e ofishinan aki den sector primario”, Minister Oduber a indica.

Banda di incentiva mas hende pa practica tanto pesca como cria di bestia, kier logra tambe un aumento den produccion pa consumo di nos comunidad.

Minister Oduber ta comenta cu a dialoga e deseo aki cu hopi di esnan cu ta practica e ofishinan aki na varios ocasion y awor ta asina

leu cu a logra esaki.

“E ta un fase hopi importante y cu hopi satisfaccion nos por anuncia awe cu henter Sector Primario ta liber di impuesto”, e mandatario a bisa.

E mandatario a sigui comenta cu ta trahando duro na bienestar di e sector aki unda tin dialogonan andando cu e. o. WEB Aruba NV y tambe DOW pa soluciona e situacion di awa cu tin. Aruba lamentablemente ta den un segura di basta aña cu tin tur e consecuencianan negativo cu ta bini cu ne specialmente p’e cunukeronan y esanan cu ta cria bestia. Minister Otmar Oduber ta spera cu dentro di poco lo por haci anuncio di e trabounan cu ta wordo haci rib’e tema aki tambe unda cu lo por sigui incentiva mas hende den e sector primario.

“Si nos logra anuncia esaki lo por mira un biaha mas e cantidad di cunucunan planta, y mas bestianan cu por wordo cria”, e mandatario a duna di conoce.

E anuncio sigur a cay den hopi bon tera cerca e piscadonan presente. Romeo Janga, cu ta un di e piscadonan presente, a indica cu e hecho cu awor e sector primario ta liber di



impuesto ta yuda nan substancialmente den e labor diario cu nan ta ehecuta. Sr. Janga ta splica cu e ofishi di piscado no ta conta cu un entrada fiho, mirando cu tin biaha ta subi riba lama y ta regresa bashi of ta gara net suficiente pisca pa cubri gasto di p. e. gasolin. Loke cu nan ta bende despues cu nan pisca den lama, practicamente no ta suficiente si nan mester paga belasting riba dj’e.

Awor nan por practica pesca hopi mas trankilo mirando cu liber di impuesto lo traduci den reduccion substancial den prijs di ekiponan y materialnan cu nan mester pa eherce e ofishi. Banda di haya e grato noticia cu henter e area di beach na Zeewijk / Cura Cabay lo conoce un embeyecemento y mehoracion na beneficio di henter e area, e piscado ta comparti cu e sorpresa agradabel aki ta algo cu tur ta aprecia masha hopi mes.

Hobennan ehemplar den nos comunidad ta wordo nomina pa Poder di Hubentud 2016



BANCO DI CARIBE

OFFICIËLE KOERSEN TEN OPZICHTE VAN DE ARUBAANSE FLORIN
GELDIG OP 21 Jun, 2016 EN TOT NADER ORDER

valuta	aankoop van publiek			verkoop aan publiek
	bankpapier	wissels, CHQ's reischeques en overboekingen		
Ned. Antil. Gulden ANG	98.00	100.00	biljetten chq./overboeking	100.20
Per ANG 100				100.00
Amerikaanse dollar USD	1.77	1.78		1.80
Canadese dollar CAD	1.37	1.39		1.41
Zwitserse frank (per 100) CHF	185.53	186.25		187.05
Pond sterling GBP	2.56	2.61		2.67
Japanse yen (per 10.000) JPY	168.67	170.21		171.92
EURO (per 100) EUR	199.69	201.51		203.53
Deense kroon (per 100) DKK	26.12	26.84		27.64
Noorse kroon (per 100) NOK	20.49	21.21		22.01
Zweedse kroon (per 100) SEK	20.60	21.32		22.12

DIABIERNA anochi tabata uno di emocion pa Minister Paul Croes, kende a disfruta di e momento asina bunita y alegre unda a duna inicio di Poder di Hubentud 2016. Cu un energia positivo a cuminsa cu e periodo di tres luna di curso, motivacion, alegria y amistad entre e 18 hobennan cu a wordo nomina pa Poder di Hubentud.

Aña pasa nos a mira e exito di e inicio di e proyecto aki, unda cu 2 hoben a gana den nan categoria cu ta Wuill Vrolijk y Aldrich Dijkhoff. E aña aki e hobennan a wordo sorpresa den un forma diferente. Segun nan cu ta riba un invitacion di Cine Aruba nan mester a presenta pa mira un pelicula nobo, cual despues a resulta di no ta e caso y cu ta nan mes ta e protagonistanan di e pelicula di Poder di Hubentud, dor di a wordo nomina. Por a mira famianan, gruponan deportivo, reinanan, scouts, Cruz Cora, fundacionnan tur cu a nomina un hoben presente.

“Comunidad ta mira e balor pa loke cu boso ta haci den nos sociedad, boso a conmove un persona su curason dor di e trabou cu boso ta eherce sin pidi

nada a cambio y esaki a pone nan nomina boso como un Poder Hoben”, ta locual Minister Paul Croes a bisa e hobennan durante e anochi aki.

Hobennan cu sigur ta haci un diferencia den comunidad trahando boluntariamente den cualkier ramo, of hobennan cu ta destacando riba nan mes, den trabaonan social, arte, baile, canto haciendo otro persona su bida mas facil y alegre. E hobennan aki ta esnan cu lo bay briya den Poder di Hubentud 2016.

“Boso haci uzo di tur e cursonan cu boso ta bay ricibi, saca probecho mas cu por p’asina mehora bo mes y bira un lider ehemplar den comunidad”, Minister Croes a termina. Pabien na nos 18 nominadonan durante e tres lunanan cu tan a caminda.



Un exito total

Rotaract Club of Aruba ta sumamente contento cu su seminario **You Inc. 2016**

DIASABRA ultimo, 11 di juni 2016 a tuma lugar den Alahambra Ballroom e seminario “YOU Inc. Excel Professionally and Beyond” organisa pa Rotaract Club of Aruba.

E seminario aki tabata un exito total.

E seminario cu tabata sold out e aña aki, a wordo atendi pa un cantidad grandi di “young y mature professionals”, “young y entrepreneurs” y studiantenan di Aruba.

E participantenan tabata hopi statisfecho y contento cu e seminario.

Pa medio di ‘You Inc. seminar’ Rotaract Club of Aruba kier duna bek na comunidad di Aruba den e area di crecemento personal y profesional dor di trece un plataforma cu temanan educacional na un prijs atractivo cu lo yuda un y tur crece y desaroya nan mes.

E tema di e seminario e aña aki tabata “personal disruption” como cu 2016 ta wordo considera como e aña di innovacion y en conexion cu esaki Rotaract Club of Aruba a kies e tema di innovacion, specificament den e area personal.

You Inc. seminar a wordo habri pa President di Rotaract Club of Aruba sra. Shelby Maduro cu a yama un y tur bon bini na seminario.

Despues a sigui sr. Igmarr Reyes, kende a duna un charla n’e participantenan den nomber di e sponsor principal, Aruba Bank N.V.

Den su charla sr. Igmarr Reyes a inspira un y tur presente con e mes personalmente y Aruba Bank N.V. actualmente ta surpasa reto nan y ta innovativo y “disruptive”.

Sr. Igmarr Reyes a comparti e mensahe “nothing ventured, nothing gained” asina cu pa crece y desoraya bo mester kibra bareranan y embarca riba oportunidad cu ta presenta, maske cu esaki nan ta muestra un poco dificil.

E mainta a sigui cu un “Disruptive Chat” di e partner sponsor, Aruba Tourism Authority (A.T.A) unda cu atraves di un video presenta pa CEO sra. Ronella Tjin Asjoe-Croes a splica cu hopi biaha nos ta pensa cu e desaroyo y crecemento di Aruba su turismo ta solamente den man di A.T.A y su partners, pero en realidad ta den man di un y tur na Aruba. Como cu nos tin e responsabilidad na prome luga pa nos propio desaroyo profesional y personal y cu esaki consecuentemente lo contribui positivamente na e crecemento y desaroyo di Aruba y di nos turismo. Pa es motibo aki A.T.A ta sumamente contento pa forma parti di You Inc. A.T.A a dicide di presenta un panel di algun profesionalnan hoben di A.T.A cu duna diferente tips con nan ta stimula nan pensamiento creativo, y innovativo y alaves a duna diferente tips con pa crece y desoraya bo mes y ta “disruptive” den bo carera.

E siguiente orador local tabata sr. Eddy Oduber di Aruba Hypnosis cu e sesion “Disruptive Subconscious”. Unda el a splica tur e participantenan con e mente subconsciente ta traha. Nos manera di pensa por crea barera grandi cu por stroba nos di sigui desaroya nos mes. Alaves, sr. Eddy Oduber a duna diferente tips con por kibra e barera nan y “disrupt” e mente subconsciente y asina cambia nos manera di pensa y uza esaki den un manera positivo pa asina por logra nos meta.

Alaves por surpasa stress y otro emocionnan menos positivo manera miedo y ansiedad. Na final sr. Eddy Oduber a comparti e bunita mensahe “Your mind is a garden, your thoughts are seeds, you can grow flowers or you can grow weeds”.



Por

ultimo,

sra.

Whitney Johnson, e oradora principal y internacional pa You Inc. 2016 a subi escenario y a splica tur participante presente kico en realidad ta “disruptive innovation” y con e ser humano por aplica esaki den bida diario p’asina desaroya y crece den bida profesional y personal.

Sra. Whitney Johnson a splica cu ta sumamente importante pa aplica e teoria di “disruptive innovation” den bida personal como cu various estudionan ta muestra cu “Organizations don’t disrupt, people do”.

Pa es motibo aki sra. Whitney Johnson a splica con nos por “disrupt” nos mes.

Sra. Whitney Johnson a splica cu tin 7 factornan cu un hende mester aplica pa por “disrupt” nan mes y den un manera hopi interactivo sra. Whitney Johnson a pasa dor di tur e 7 factornan aki cu e participantenan unda nan por a siña conoce nan mes mas mihor y a haya diferente oportunidad pa intercambia idea cu otro participantenan y asina yuda otro embarca riba un “disruptive journey”.

Por ultimo, sra. Whitney Johnson a comparti esaki “Take risk, open up your network, get of



your comfort zone to go into hyper growth and disrupt yourself”.

N’e seminario tur participante a ricibi di Rotaract un “Goodie Bag” unda cu tin mas informacion di Rotaract y e sponsor nan di You Inc. 2016.

Rotaract Club of Aruba ta masha contento cu e seminario y kier a gradici tur sponsor cu haci esaki posibel.

Na prome lugar, Rotary Club of Aruba cu semper ta duna su sosten na Rotaract.

Tambe Rotaract kier a gradici Aruba Bank N.V. como sponsor principal y tur otro sponsor cu a haci e seminario aki posibel, Aruba Tourism Authority, SETAR N.V., Crown Aruba, Divi Resorts Aruba, Aruba Marriott Resort & Stellaris Casino, Nature’s Discount, Pro-Graphics, Elite Productions, Cosecha y Sebastian Hofer.

Sin lubida un gradicimento na nos oradornan local, sr. Igmarr Reyes di Aruba Bank N.V., A.T.A. Disruptive Team y sr. Eddy Oduber di Aruba Hypnosis.





Riu Palace Antiyas a trece alegria pa e habitantenan di Huize Maristella cu un celebracion di Dia di Tata

FIEL na su compromiso pa sirbi nos comunidad miho, e empleadonan di Riu Palace Antiyas a honra e habitantenan di Huize Maristella awe cu un celebracion y lunch di Dia di Tata.

Gerente General Juan Blanco a trece hopi sonrisa p’e cas di anciano na honor di Dia di Tata. Como un indicacion di nan aprecio y den reconocimiento di e habitantenan y nan trabou duro rib’e isla, e gerentenan y staff di Riu Palace Antiyas a trece un lunch y pasaboca special pa tur e habitantenan y empleadonan di Huize Maristella por disfruta di dj’e.

“E ta un privilegio pa por trece asina hopi alegria n’e habitantenan di Maristella.

Nos ta berdaderamente honra pa por pasa tempo cu sernan individual asina anima y sigui muestra nos aprecio, specialmente durante Dia di Tata”, sr. Blanco a expresa.





Cuminsando diabierna awor

Exposicion di obranan mahestuoso di alumnonan di Maestro King Lie Kwie na Ateliers '89

UN BES mas e Maestro King Lie Kwie ta deleita nos bista cu un excelente exposicion di obranan mahestuoso di pintura efectua pa su alumnonan. Ta un variacion agradabel y bunita ta loke tin pa mira e diabierna aki den salanan di Ateliers '89.

Durante e ultimo aña escolar, e participantenan di e tayer aki bou guia di e Maestro King a bin ta traha duro pa surpasa nan mes y presenta nan obranan di mas

precioso den e exposicion aki.

Cu hopi observacion realistico y di fantasia e participantenan a bin ta practica e diferente tecnicanan di dibuho, pintamento unda a haci uzo di potlood, pastel, acaurel y acryl.

Tambe a eherce diferente movecion cu cuashinan riba papel y canvas, p'asina por a composita e diferente vision cu a ser haci den e obranan. Asina aki a logra traha hopi obranan di arte bunita cu lo

patronisa e exposicion aki.

Cu un total di alrededor di 40 participante. Mucho hopi pa menciona, p'esey bin diabierna awor y pasa un anochi ameno y disfrutando di e presenacion fantastico aki cu musica, cuminda y entrada gratis.

Diabierna awor pa 7:00pm den salanan di exposicion mayor na Ateliers '89 Academia di Bellas Artes Aruba. E exposicion aki ta keda habri te cu 14 di juli, orario

wordo presenta den e tres salanan mayor na Ateliers '89, kende ta medio

ta dialuna, diamars, diaranson 1:00pm pa 3:00pm, diahuebs y diabierna 1:00pm pa 7:00pm, diasabra 1:00pm pa 6:00pm, y diadomingo ta cera. Adres ta Ateliers '89 Dominicanessenstraat 34 Oranjestad, rechts tegen over Maria College.

Pa mas informacion por yama Ateliers '89 na 5885776 of 5654613 of sr. King Lie Kwie na 7455987.

Obranan di e alumnonan di King Lie Kwie ta: A. Esteysi Romero Loo di 13 aña; B. Veronica Camara di 18 aña; C. Richard Hessing di 12 aña; D. y E. Zhyon Harms di 13 aña.

Ricibi AweMainta tur dia den bo Inbox

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PABIEN RCA y Dakota

KICO nos sa di futbol? Un crenchi...un crenchi bastante pa sigui e wega cu hopi alegria y emocion. Tempo di Lady Ruth su tempo di hubentud, e tabata bay stadion hunto cu su tianan Esther, Gala y Poppy bisti na geel cu preto pa wak nos team di Dakota derota e tempo aya e team di Estrella.

Tabata manera defunto Janchi Tromp tabata bisa: “E naranhadanan di Sta. Cruz contra e geelnan di Dakota. E tricolores di RCA contra e abehanan geel cu preto di Dakota.” Nos a siña kico ta penalty, kico ta tiro di skina, sak’e di bala etc.

Pues den añanan setenta ya caba cu amor y pasion p’e deporte rey futbol. E temponan ey stadion no tabata asina yen tur ora, pero si tambe cu hopi ambiente, gritamento y de bes en cuando

un zundramento den direccion di referee of linesman.

Di esey, mucho no a cambia, segun mi tin entendi, pasobra awe den 2016 keto bay tin fanaticadanan cu ta zundra e refereenan y of e linesmannan pa erornan cometi den nan fluitmento di wega. Y e temponan aya no tabatin aparatonan electronico moderno manera awendia.

Oh, con nos tabata anima nos team di Dakota cu awendia tin su lema “Dakota tur dia”.

Nos tabata apoya specialmente e hungadornan Yubi Richardson, Amado Rosina, Shon Cai Zimmerman y Jenny Loefstok. Dakota a luci cu e titulo di campeon pa hopi aña!

Tap’esey e ta algo sumamente bunita y historico toch, cu den 2016, casi 20 aña despues, cu nan ta bira sub-campeon, ora cu e team di solito RCA ta gana nan cu e score di 1-0, gol ‘a la misiel’ anota pa mi subrino talentoso y cu hopi amor y pasion p’e deporte rey futbol, Jean Luc Bergen, e yiu homber mayor di su mama, un sra. bunita, conoci pa su coreografianan di baile unico den tempo di carnaval Jeanine Jansen (d.f.m.), yiu muher di sra. Aurora y Fenchi Jansen (d.f.m.) y Jean Luc su tata ta Lucas Bergen Jr. “Lucky” cu a haya e gol di su yiu homber como regalo di Dia di Tata.

Opa Fenchi a cuminsa hiba su nietonan Jean Luc y Lujeanne Bergen Club di RCA y ayanan nan a cuminsa hunga futbol, sigui den e pasonan di nan welo tempo di su tempo di gloria, e y un ruman Jansen mas, si mi no tin hera.

Nos no conoce henter e storia,

pero si, cu nan no tabata falta ningun training of wega di RCA y cu nan Opa tabata un tremendo futbolista tambe.

Awe ta Jean Luc y Lujeanne ta futbolistanan estelar den e team di RCA.

Ki sensacion bunita pa a sinta na cas dilanti television y wak con Jean Luc a score e gol di leu atrobe, pasobra ya caba den pasado den un of otro wega di futbol el a score un gol asina, for di leu.

Lady Ruth su curason tabata na mita, cu mita pa su dushi bario Dakota tur dia y mitar pa RCA pa apoya su subrino Jean Luc. Pero ta un team so por sali campeon y e suerte a toca RCA un biaha mas, merecidamente, pasobra nan a hunga miho futbol.

Nos hobennan di Dakota a sali mas fuerte den e di dos wega den e final play-off aki, pero RCA tabata mas fuerte atrobe.

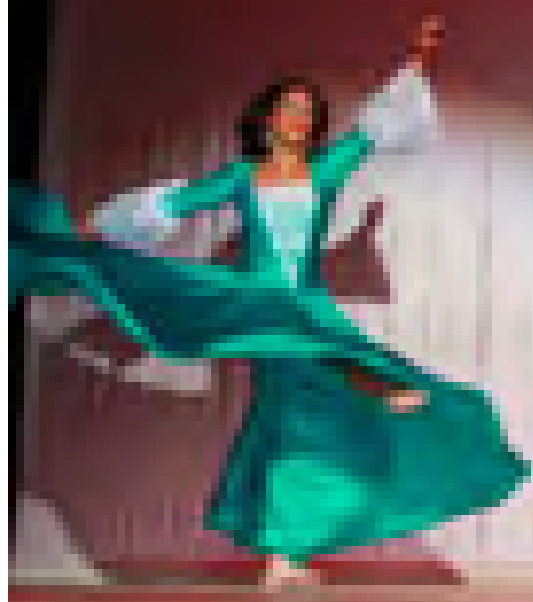
Pero Dakota a demonstra cu e tambe por yega na top atrobe y gana mas experiencia dilanti un publico asina grandi.

Manera Janchi Tromp (d.f.m.) ta bisa: “E bala ta rondo cu stip stip preto”, aunke awendia e balanan ta colornan sicodelico moderno.

Nos pabien di curason pa RCA y pa Dakota, campeon y sub campeon respectivamente. Cu Dios sigui drama su bendicion riba tur nos muchanan y hobennan cu ta practica un of otro deporte. Perseverancia ta duna bon fruta. Acudi na tur e training ta duna bon fruta. Pabien Jean Luc Bergen, “you’re the best”! Tia Ruthy ta hopi orguyoso di bo logronan semper! Y bo a luci atrobe pa bo bunita y dushi mama, cu ta bo “favorite guardian angel”, di bo y di bo rumannan Lujeane y Queeny. Dios ta bon. Dios semper ta bon. Sigui haci boso best den tur cos! “Keep on shining and make your beautiful mom proud for every step you take in your life!”



Cas di Cultura ta anuncia e campaña di coleccion di memoria: *'Recorda, ta Biba'*



DEN bista di Cas di Cultura su di 60 aniversario, Aruba su Teatro Nacional hunto cu Archivo Nacional Aruba, ta bay haci un accion di colecta memorianan.

Tur evento, show, presentacion, di pasado pa awor, Cas di Cultura ta desea di colecta y digitalisa.

E coleccion lo ta mas tanto visual, pues potretnan, posters, buki- y flyernan di e programa. Cu e coleccion aki tin e fin di expone e material colecta riba nos website, organisa un exposicion y pa Cas di Cultura tin un parti di Aruba su historia artistico y cultural documenta y archiva digitalmente.

E ta algo bunita pa por wak atras y descubri e historia rico cu Aruba tin rib'e tereno di arte di tarima y otro tipo di eventonan artistico y cultural.

Ta pidi colaboracion di tur cliente, ex-cliente, participadornan di shownan di antes y pueblo en general cu tin e tipo e documentonan aki di eventonan cu a tuma lugar na Cas di Cultura pa trece esakinan pa nos por scan y registra nan di forma digital.

Nos lo no keda cu material, sino porta temporario pa nos haya chens pa scan y duna bek. Archivo Nacional ta yuda den e parti di digitalisacion.



Portanan di Cas di Cultura

lo ta habri pa ricibi e materialnan den luna di juni na Cas di Cultura entre 8:30am pa 5:00pm, di dialuna pa diabierna y e persona di contacto ta srta. Victoria Sequera.

Si tin material digital caba por manda nan via email evento2016@casdicultura.aw cu lo siguiente describi: 1. number di evento; 2. datum/aña; 3. number di personahe(nan); y 4. number di doño di e material.

Pa mas informacion of pa un cita pa trece material por yama tambe na 582-1010 na Cas di Cultura y pidi pa srta. Sequera.

Ehempel 1

1. Number di evento: E Baile, Mind Your Gap (MYG); 2. Fecha/aña: 8 di november 2008; 3. Number di personahe(nan): Alydia Wever; 4. Number di doño di e material: Cas di Cultura.

Ehempel 2

1. Number di evento: Mascaruba "Wardirikiri", tocante un Princess Indjan; 2. Fecha/aña: 1974; 3. Number di personahe(nan): ...; 4. Number di doño di e material: Rossini van Wijk.

AHATA ta sostene Turtugaruba den nan meta di conscientisa

DIA 16 di juni a conmemora World Sea Turtle Day y e comision di medio ambiente di AHATA a celebra e ocasion aki cu un reunion special cu Turtugaruba, cu ta e instancia cu ta conscientisa comunidad tocante proteccion di e turtuganan di lama y nan neishinan. Ademá, Turtugaruba tambe ta procura pa proteha e neishinan y e turtuganan chikito di lama ora cu nan sali di e neishi, te cu nan drenta lama.

World Sea Turtle Day ta un dia pa refleha rib'e rol importante di e turtuga di lama den e sistema ecologico. Tur seis turtuga di lama Caribense ta bao menasa y rib'e "lista cora" di International Union for Conservation of Nature (IUCN).

Cuater di e seis turtuganan Caribense ta traha a neishi na Aruba: Leatherback, Loggerhead, Green Turtle y Hawksbill Turtle.

Turtuga di lama ta hunga un rol den mantene lamanan saludabel. Hopi otro especie, incluyendo e ser humano ta depende di e oceannan aki pa nan sobrevivencia. Tin motibonan valido pa conservacion di turtuga.

Durante di un reunion extraordinario di e miembronan di Aruba Hotel and Tourism Association (AHATA) Environmental Committee, Turtugaruba a presenta informacion tocante di e turtuganan di lama di Aruba.

A enfoca specialmente rib'e miho practicanan cu ta recomenda n'e hotelnan y propiedadnan ubica n'e beachnan unda cu e turtuganan ta

traha nan neishinan. Conscientisacion ta e prome paso crucial den e proceso di remedia problemanan di medio ambiente. Tur persona of instancia cu a participa na e reunion a muestra hopi interes den e topico y a participa den un discusion positivo tocante di strategianan di mitigacion. Miembro di Parlamento Donny Rasmijn tambe tabata presente durante di e reunion y

investigacion cu ta wordo haci riba un neishi di Leatherback, cual a sali e anochi anterior espontaneamente.

E boluntarionan a habri e neishi y a colecta data, incluyendo e cantidad di webo, casca di webo, etc. Nan a coba saca tambe cinco turtuga baby cu no a logra sali di e neishi hunto cu nan 88 rumannan e anochi anterior.

Net prome cu bahada di solo, e cinco turtuganan baby a haya nan caminda p'e rand di e beach y a landa bay pa lama grandi.

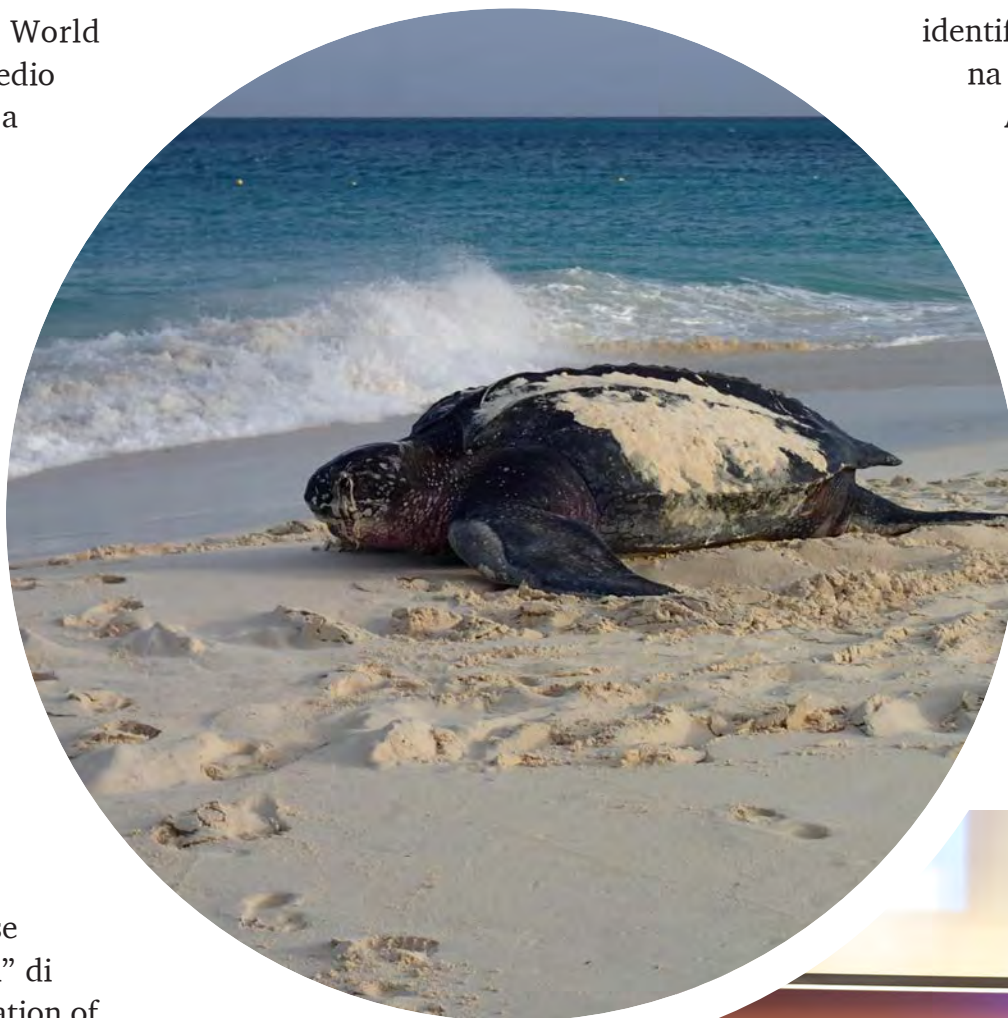
E bista y experiencia di un neishi cu ta sali riba beachnan di Aruba ta algo inolvidabel.

Por favor mantene un distancia for di nan, papia den stem abao y no uza flashlight.

E neishinan di turtuga di lama ta marca y identifica pa e baricadanan blanco y cora na Eagle Beach y na otro partinan di Aruba ta uza driftwood.

Turtugaruba ta pone un baricada vierkant rond di e neishi y ta suplica tur hende pa no drenta den e areanan marca.

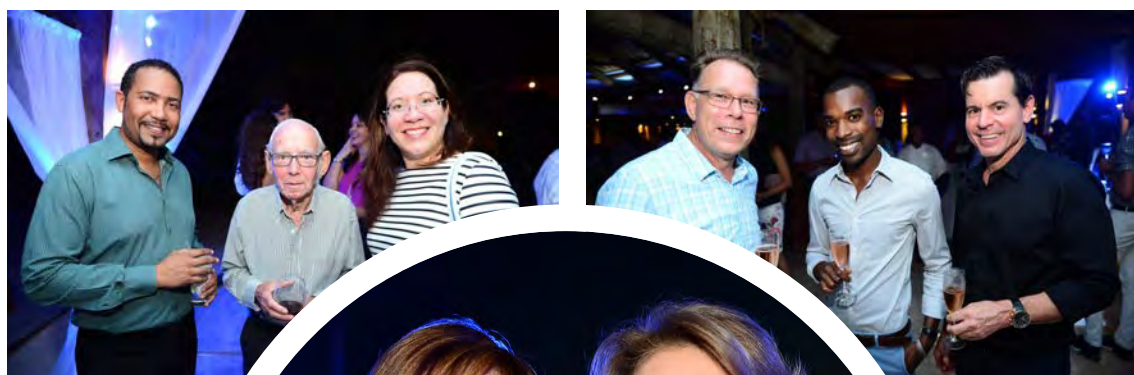
Esaki ta prohibi. No core cu vehiculonan manera auto y quadacer riba nos beachnan pa sigura e exito di e neishinan di turtuga. Tur hende hunto por yuda proteha y conserva e animalnan bunita aki. Laga nos proteha naturalesa.



a d u n a feedback interesante encuanto di e ley proponi pa cu prohibicion di saco di plastic. Ta di spera cu cahanan di Styrofoam y strawnan di plastic por wordo reemplasa pronto tambe.

Finalmente, e participantenan a bishita un neishi dilanti di Manchebo Beach Resort y otro dilanti Oceania pa haya un splicacion detaya di e medidanan di conservacion cu ta wordo aplica.

Tambe nan a haya e oportunidad pa ta testigo di e



Durante un “Galère at the Beach” hunto cu clientenan y relacionnan

Aruba Bank Platinum Banking a celebra 10 aña di excelencia den servicio

ARUBA Bank e aña aki ta celebra e di 10 aniversario di nan departamento di servicio di nivel superior, esta Platinum Banking. P’e ocasion aki a invita clientenan cu ta gosa di e servicio aki y stakeholders, pa un evento ameno na Divi Pure Ocean riba dia 16 di juni.

Aruba Bank ta e prome institucion financiero na Aruba pa introduci servicionan personalisa pa su clientenan elite. Como e banco comercial mas grandi na Aruba y e prome pa introduci producto y servicionan di un nivel superior, Aruba Bank ta orguyoso di por inverti bek den e comunidad cu a sostene y apoya nan pa mas di 90 aña.

Managing Director di Aruba Bank, Sharon Fränkel-De Cuba a expresa: “Nos ta hopi orguyoso di nos banco y nos hendenan”.

Aruba Bank tin un crecimiento solido y considerando e incertidumbre economico global, e solidez di e banco ta un refleho di e esfuersonan continuo di henter e team y e compromiso aki a permiti Aruba Bank e oportunidad pa brinda un miho servicio na su clientenan valioso.

Anneline Peterson, kende ta manager di e division di Platinum Banking ta mira e departamento aki den un posicion pa sigui crece y construi riba un fundeshi solido, dunando ainda mas realce n’e liñanan di producto cu nan ta ofreciendo.

E team di Platinum Banking di Aruba Bank ta consisti, ademas di Anneline Peterson, cu tres Account Manager, esta Lisa Vis-Tromp, Sonaly Acosta y Albert Lake.

Aruba Bank ta sigui crece y continuamente ta desaroya producto y servicionan nobo y innovativo pa su clientenan. Pa mas informacion, bishita e website di Aruba Bank www.arubabank.com/platinum of cera conoci cu e team di Platinum Banking na Aruba Bank Hato.

Fundacion Pa Nos Muchanan (FPNM) ta celebra nan di 25 aniversario



RECIENTEMENTE, Fundacion Pa Nos Muchanan (FPNM) a celebra su 25 aña di existencia na Ruth Chris Restaurant.

Directiva y personal di FPNM a pasa un anochi ameno y festivo unda a conmemora e trabounan haci durante e delaster 25 añanan di existencia y a recapitula e vision pa e proximo añanan venidero.

Durante e celebracion Presidente di FPNM a duna palabra di reconocimiento y gradicimento na cada empleado y miembro di

Directiva.

Tambe a duna un reconocimiento special na un di e pioneranan di FPNM, sra. Maria Vrolijk.

A finalisa e anochi cu un bunita regalo y certificado pa cada persona.

Despues di esaki, cada empleado y Miembro di Directiva a duna un palabra di aprecio na e Presidente.

Fundacion Pa Nos Muchanan ta gradici cada mayor; educador; centronan di cuido di mucha; scolnan; fundacionnan, instancianan social, sponsornan, colaboradornan y Gobierno di Aruba pa nan apoyo, cooperacion, sosten y confiansa den e servicionan cu FPNM ta ofrece.

FPNM ta sigui kere den su lema, "Educacion pa un base firme" y e lema, "It takes a village to raise a child".

P'e motibonan aki FPNM ,ta sigui ofrece su servicio educativo na comunidad di Aruba henter cu e pensamiento cu cada persona por haci e diferencia positivo den bida di por lo menos un mucha, cual ta forma e base firme pa su futuro y e futuro di nos comunidad.

Masha danki Aruba pa 25 aña di existencia!

McDonald's Aruba ta lansa e famoso McKrocket

FOR DI ayera, 21 di juni 2016, McDonald's Aruba a sorpresa su clientenan cu e famoso sabor local di McKrocket. E McKrocket prepara fresco ta parti di McDonald's su compromiso p'asina ofrece un variacion den sabor y opcion nan nobo na su clientenan na Aruba.

McKrocket ta un burger, obtenibel na Hulanda y Belgica. McKrocket ta consisti di un pan di toast, un croket di carni puro, cu ta cubri cu un saus

special di mosterd.

"E producto nobo aki ta uni nos mas cu nos clientenan dor di trece sabornan local den nos menu", asina Sulina Vrolijk, Operations Supervisor di McDonald's Aruba, a bisa. "McKrocket ta un bon ehempel di con nos por trece productonan innovativo na Aruba dor di trece productonan cu hopi exito rond mundo."

Tur restaurant di McDonald's rond mundo ta "cater" sabornan local. Como parti di nos compromiso cu e comunidad di Aruba, e croket cu nos lo uza den e burger aki ta bini di e distribuidor na Corsou, General Catering bou di standardnan hopi estricto.

Banda di e introduccion di McKrocket McDonald's ta ofrece den su line up di

McCombo nobo caminda por disfruta di dj'e hunto cu un batata y soft drink mediano riba diaranson pa solamente 9 florin rib'e otro dianan tambe tin nos special nan di McCombo.

Diahuebs tin e Triple Cheese, diabierna tin e McBacon Burger, diasabra tin e McChicken, diadomingo tin e Quarter Pounder, dialuna tin e Chicken McNuggets y diamars tin e Big Mac. Tur cu un soft drink y batata pa 9 florin so!

Clientenan por disfruta tambe di otro productonan local den nos restaurant manera, McCrioyo traha cu nos pan local y tambe nos pastechinan.

Pa purba y disfruta di un McKrocket bishita McDonald's Aruba na Palm Beach, Seroe Blanco of Sta. Cruz.

Pa mas informacion, 'like' nos pagina di Facebook, McDonald's Curacao y Aruba of bishita nos www.mcdonaldsdi.com.



'Monster' trasladá pa otro prison na Hulanda

(Pa Godfried Adem)

AMSTERDAM – E condenado Curasoleño Elvis Kuwas, alias 'Monster', kende ta sintando un castigo di bida largo den prison na Hulanda pe asesinato di Helmien Wiels, siman pasá a keda trasladá pa un otro prison na Hulanda. E hecho aki a keda confirma tambe pa Ministerio Publico. Pa unda nan a trasladé autoridadnan penitenciario di Servicio Penitenciario na Hulanda no kier a revelá pa garantisá seguridad di e condenado.

Informantenan cu por sa a duna di conoce cu Elvis Kuwas a keda trasladá pe prison De Schie na Rotterdam. Den e prison ey tin unidadnan caminda e por pasa su dianan di castigo den un ambiente poco menos severo cu Extra Beveiligde Inrichting na Vught, pero cu

den De Schie por garantisa su seguridad mas tanto.

De Schie ta caminda tin varios unidad special e.o. esun pa sera teroristanan.

E instalacion penitenciario ta consisti di un Huis van Bewaring, Extra Zorgvoorziening (EZV), Seccion pa Detenidonan cu ta causa problema constantemente y e Terroristenafdeling.

Mientrastanto a bira conocí cu e condenado a laga su abogadonan apelá su ultimo condena di bida largo den Corte di Husticia na Corsou pa Corte Supremo na Hulanda. Ainda no a trata e caso.

Aparte di e asesinato di Helmien Wiels, tanto na Hulanda como na Corsou husticia ta considerá e condenado como un sicario cu contra pago a mata mas hende den su historial criminal.

President di Renobacion Aruba N.V., Serge Mansur:

"Tin hopi edificio bunita den mal estado y esaki t'e iniciativa ideal pa atende cu nan"

DESPUES di a firma e acta di formacion di Renobacion Aruba N.V., President interino sr. Serge Mansur a duna di conoce cu e ta cla y entusiasmo pa cuminsa traha.

E empresario local a tuma e responsabilidad basa riba su conviccion den e vision di renobacion y e experiencia cu ya caba e tin den e area aki. Mansur a afirma cu e iniciativa di Gobierno pa uni forsa cu sector priva tin un potencial hopi grandi mirando e solidez di instancianan financiero local cu a dicidi pa participa.

Dialuna tabata e prome dia di trabou di Serge Mansur como Presidente di Renobacion Aruba N.V. Fuera di atende cu algun otro formalidad di e formacion, el a duna di conoce cu su tarea ta cuminsa cu inspeccion di e condicion di e edificio cu Gobierno di Aruba a pone como capital. Ta trata di ex-sede di Voogdijraad den Emanstraat. Mester haci un evaluacion completo di paden y pafo y traha un plan structural pa su reparacion y restauracion. Un bes cla, e edificio ta wordo pone riba mercado na huur.

"Un bes cu completa esey, ta wak mas edificio y proyecto pa continua cumpli cu nos mision," Mansur, kende a admiti cu di manera informal, comisario y accionistanan a cuminsa papia ya caba di otro edificionan cu tambe lo bay cumpra pa drecha y asina poco poco mehora e aspecto den centro di Oranjestad y San Nicolas, pero tambe rond di Aruba.

"E ta un causa cu mi ta kere hopi aden," Serge Mansur a afirma. Recientemente e empresario a renoba un cas antiguo dilanti di Fort Zoutman y tambe ta den proceso pa renoba un edificio antiguo di dos piso na Oranjestraat patras di Caya Grandi. "Mi ta haya cu Playa ta hopi bunita y merece atencion di nos tur pa restaura loke nos mester restaura." Ta comenta acerca cu tin hopi edificio bunita cu ta den mal estado y e ta kere cu Renobacion Aruba N.V. t'e iniciativa ideal pa atende cu esey.

Ningun compania, ni instancia por haci'e su so; pesey ta importante pa tur hende cu tin edificio, contribui n'esaki. "E tabata un proceso hopi largo pa yega n'esaki, pero nos a yega y awor nos tin cu bay traha," Serge Mansur a bisa. Entre e accionistanan cu ta forma parti di Renobacion Aruba N.V. tin Caribbean Mercantile Bank N.V., Aruba Bank N.V., Ennia Caribe (Leven) Aruba N.V., Fatum Life N.V., Romar Enterprises N.V. y Banco di Caribe Aruba N.V.

Parke Nacional Arikok ta presenta un biaha mas otro 'Nochi di Pelicula' pa 2016

DIASABRA 25 di juni, Parke Nacional Arikok lo ta organisando otro 'Nochi di Pelicula'.

E biaha aki lo mustra e siguiente 2 episodio di BBC Earth, Life Story 'Growing Up' y di Earth Flight 'North America'.

E anochi di pelicula lo tuma lugar desde 7:30 pa 9:00 pm dilanti 'Centro di Bishitante' di Parke Nacional Arikok.

E anochi di pelicula ta completamente gratis cu posibilidad pa cumpra algo di come y di bebe na prijs rasonabel.

Bishitante di tur edad ta bon bini pa bin disfruta un anochi placentero den aire liber bow di e tremendo cielo di nos Parke Nacional. Di e forma aki parke kier sigui crea conscientisacion di e importancia di nos naturalesa den nos comunidad.

Pa mas informacion bishita nos pagina di Facebook, esta Facebook.com/ArikokNationalPark.

Bin parke y descurbi mas!



Cumana 76
Oranjestad, Aruba
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Cel : 593-0857 / 560-1403

Intens verdrietig delen wij u mede, het overlijden van



Marianne P.C.C. Marques-Klijnee

*26-09-1943 - †15-06-2016

Namens:

Echtgenoot: Ruel Marques

Kleinkind: Marshall Ruel Marques

Verdere familieleden: Annelies Klijnee & Hans

Ingrid & Marten Eijben en kinderen

Richard & Beatrijs de Bie en kinderen

Patricia Bazalar

Sandra Orelana en kinderen

Jane & Bubu Pourier en kinderen

Irma & Jan van Weerden en kinderen

Glenda Marques en kinderen

Beste vriendinnen: Hellen, Celia en Lidy

Verdere alle Vrienden en bekenden

Gelegenheid tot afscheid zal later bekend gemaakt worden.



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I rejoice when they said to me "Let us go to the house of the Lord"
Psalm:122

The Delamare family is sad to announce the peacefully passing away of:



Elvie Maria Delamare-Serrant at the beautiful age of 103

Beter known as "Ivy" or "Miss Elvie"

*02-07-1912 in Dominica - †14-06-2016 in Aruba

An amazingly strong and independent woman, a great life well lived

Dearly loved mother of: Harold Delamare in England

Herbert Delamare in Canada

Rica Damiana-Delamare in Aruba

Cherished by her grandchildren: Eribert in Aruba

Michael in the Netherlands

Kwame and Akin in Canada

Delvin, Rica, Leona, Gail and Colette in Engeland

Great grandchildren: James, Teagan, Leah, Tia, Kian, Kai, Travis,

Ashton, Ania, Elvie

Loving daughters-in-law:

Rhona Delamare

†Joan Delamare

Loving son-in-law: Guillermo (Eddy) Damiana

Families and friends too numerous to mention are invited to attend the funeral service which will be held on Thursday June, 23rd at the Our Lady of Fatima Catholic Church in Dakota from 2-4 pm. Followed by the internment at the Central Cemetery at Sabana Basora.

Opportunity for condolences will be at the Aurora Funeral Home on Wednesday June 22nd from 7-9 pm.

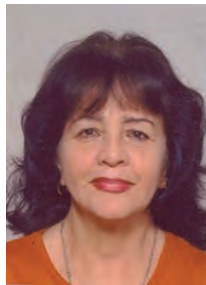
Dress code: Joyful colors, because our beloved was a joyous and happy person



Cumana #44 Tel: 586-4444 / 733-2906
E: royalfuneralhome@hotmail.com / 593-0857 / 731-5847

Señor ta mi wardador, mi'n tin falta di nada,
den cunucu di yerba berde E ta pone mi sosega.
E ta hiba mi na awa tranquil, pa mi bolbe haya forza.
Salmo: 23.1

Cu inmenso tristeza na nos curazon, pero conforme cu
boluntad di Dios nos ta participa fayecimento di:



Petronilia H. Jansen Rasmijn

Mihor conoci como: Jet

* 07-06-1946 † 09-06-2016

Acto di entierro lo wordo anuncia despues.



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Wie zichzelf kent, is verlicht.
Wie anderen overwint, is krachtig.
Wie zichzelf overwint, is sterk.
Lao Tzu

Verdrietig, maar ook met diep respect voor de wijze waarop
hij zijn ziekte wist te dragen,

geven wij U kennis van het overlijden van mijn man:



ing. Casper Vredereg

30-04-1948 s'Gravenhage
20-06-2016 Aruba

Namens zijn echtgenote: Gladys Marjorie Vredereg-Croes
Zijn schoonzusters en schoonbroers:

Verna Croes

Brenda Bouwman, Nikita, Rakaylee en familie

Walty en Olivia Croes, Charlene, Ruzette en familie

Nady en Francisca Croes, Reginald, Roslyn en familie

Maiky Croes en familie

Lindo Croes en familie

Richard Croes en familie

Goede vrienden:

Katlijn van Bentum en familie (Sao Paolo, Brazilië)

Marlene Colina en Zerline (Nederland/Spanje)

Maria en Paul Maduro

Verdere families:

Croes, Bouwman, Gravenhorst, Van Bentum, Colina, Maduro
en vrienden in Australië, Bonaire, Nederland en New Zealand

Gelegenheid tot condoleren en om tevens afscheid te nemen:
vrijdag 24 juni 2016 te Aurora Funeral Home te Cumana,
09.00-11.00 uur

De crematie zal in besloten kring plaatsvinden.
Liever geen bezoek aan huis.



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Bou di alanan di Dios mi ta sigur,
Abo cu ta biba bou di amparo di Altísimo,
Ta hospeda den sombra di Dios Omnipotente,
Bisa Señor; Mi refugio, mi forti, mi Dios den kende mi ta
pone mi confianza.
Salmo 91: 1-2

Cu inmenso tristeza na nos curazon nos ta participa cu a
fayece cristianamente:



Johanna Orman-Maduro

Mihor conoci como: "Nanita"

*08-02-1934 - †21-06-2016

Acto di entierro lo wordo anuncia despues.



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A bai sosega den brasa di Señor,
nos mami, machi, wela y bisawela stima:



Sra. Maria Helena Kransen-Albertsz

Viuda di Mario Kransen

*20-01-1930 - †17-06-2016

Na number di su

Yiunan: Jorga Kransen

Sonia y Victor Carolina

Shirley Kransen

Mariela y Johnny Geerman

Su Nieta y Nietonan: Zchajaira Henricus

Geoland Henricus

Bogdanovic Carolina & Gislenne Dirksz

Mikhailh Carolina y Laura Arismendy

Shjunamshjeray Carolina Y Dwayne Kock

Jennifer y Rene Samson

Shanmar Lampe y Ismary Jacobs

Jomaira y Rolf van Nassau

Jilienny Geerman

Su bisanieta y bisanietonan:

Luigenne, Luismar y Luison da Silva

Albert, Danovic y Dayvic Carolina

Suhailhy, Mikjeaneau, Raychell y Mikjeandre

Carolina.

Shanti Lampe y Divainny Samson

Yara y Mila van Nassau

Jaydian Geerman

Su ruman di criansa: Jacintha y Jani Thijsen y famia

Su suegro: Felix Henricus y Elvira Jansen

Manera yiu: Mirela y Javier van der Linde y famia

Su subrina, subrinonan, primo y primanan y ihanan

Tur su bisinanan, amistadesnan di cas y demas famia

Ta invita pa e acto di entierro cu lo tuma lugar diabierna 24 juni
2016 pa 4'or di atardi na misa Sagrado Curason Savaneta y
despues lo sali pa Santana Catholico na Savaneta. Nos defunto
stima lo ta den misa di 2'or di merdia.

Enbes di krans of flor un donacion pa Wilhelmina Kanker
Fonds lo ta altamente aprecia.



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“Señor ta mi wardador, mi n’ tin falta di nada
Den cunucu di yerba berde e ta pone mi sosega.
E ta hiba mi na awa trankil,
Pa mi bolbe haña forsa”.
Salmo: 23

Cu imenso tristesa na nos curason pero conforme cu boluntad
di Dios nos ta participa fayecimento di :



Elenita Croes-Croes
Mihor conoci como “Henita”
*12-09-1925 - †21-06—2016

Acto di entiero lo wordo anuncia despues



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Gradicimento
Na nomber di su yiunan, nieto(a)nan, bisanieto(a)nan,
tataranieto(a)nan, subino(a)nan y pimo(a)nan :



Señor Julio Croes

Famia kier a gradici tur esnan cu di un manera of otro a
mustranan atencion na nos tata Julio Croes.
Un danki na tur su coleganan di FAVI cu nan atencion. Na
stichting Thuiszorg cu tawata manera famia pe.
Un danki tambe na Aurora Funeral Home pa e bon servicio.
Danki un biaha mas.



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Serca Dios mi alma ta na pas.
Ta di dje mi salbacion ta bini.
E so ta mi baranca y salbacion.
Mi forti, nunca mi lo tambalia.
Salmo 62;1-2

Cu profundo tristesa na nos curason, nos ta anucia
fayecimento di señora



Emelina Ras-Kock
mihor conoci como Ina di “Cheppy”, “Pepe Ina” y “Pepe”.
* Viuda di Cheppy Ras
*03-03-1934 - †19-06-2016

Na nomber di:
Su yiunan: Tico y Riselle Ras-Palm
Milly y Eric Dijkhoff-Ras
Astrid y Franky Arendsz- Ras
Nieto(a)nan: Maylin Dijkhoff
Lou-Anne Arendsz
Frederick Dijkhoff
Gabriella Ras
Nikita Ras
Rumanan: †Aura y †Shona Lampe-Kock y Famia
Chemmy y Annie Kock-Franken y Famia
Ninita y Nouel Quandus-Kock
†Fichi y †Rosa Kock-Trimon y Famia
Emy y Olga Kock-Diaz y Famia
Rina y Fernando Zapata-Kock
†Benny y Martha Kock-Quintero y Famia
Rafael y Lourdes Kock-Ridderstaat y Famia
Swa y cuñanan: †Cobito y †Rafaela Ras-Fingal y Famia
†Pedrito y †Leonida Ras-Winterdaal y Famia
†Carmen Ras y Famia
† Maria Kock-Ras y Famia
Su Tanta: Tanta Berta Croes-Dubero


Su Sobrino y sobrinanan, primo y primanan, ihanan, comer y
compennan, bisiñanan y demas famianan.

Ta invita pa asisti na acto di condolencia y entiero cual lo tuma
lugar diahuebs dia 23 di Juni 2016. Nos defunto stima lo ta
reposa for di 1’or – 4’or di atardi na Aurora Funeral Home,
despues lo sali pa Santana Catolico Santa Maria na Sta. Cruz.

Nos ta pidi nos disculpa si den nos tristesa nos por a lubida un
of otro famia.

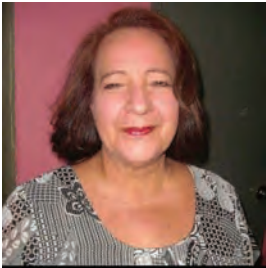
Enbez di flor of krans un donashon pa “Cas di Machi” lo ta
altamente aprecia. Lo bay tin un box disponibel na Aurora
Funeral Home.

Despues di entiero no por ricibi bishita di condolencia na cas



Cumana 76
Oranjestad, Aruba
Tel: 588-6699
Fax: 588-6698
Cel : 593-0857 / 560-1403

Cu inmenso tristesa na nos curazon, nos ta participa
fayecimento na Colombia di:



Maria Yolanda Garcia
Na edad di 61 año

Na nomber di :
Su Yiunan: Farahce Garcia na Curacao
Sherderic Garcia y Lili Alberts na NL
Su Mama: Olivia Garcia-Angela
Su Rumannan: Frank Garcia
Rudy y Vivian Garcia-Boekhoudt y Fam
Michael Garcia y Tuti Gomez y Fam
Angelo Tromp y Fam
Tata di su Yiunan: Cedric Brunken na NL
Su dos Subrinanan: Vashti Garcia y Harold Ras y Fam
Yadira Garcia y Fam na NL
Su Tanta y Omonan:
Theresita Medford-Angela y Fam na St. Vincent
Cornelis Angela y Fam
Irma y Irenio Winterdaal-Angela y Fam
Norma Angela y Fam
Pedro Angela y Fam
Elsa Angela y Fam na NL
Olinda y Sito Schwengle-Angela y Fam na NL
Yolanda y Jozef Spellen-Angela y Fam
Rosilia Angela y Fam na NL
Guito y Maria Luisa Garcia-Maduro y Fam
Andre y Marcela Garcia-de Freitas y Fam
Dufy de Kort y Fam
Su Prima y Primonan, Su Comer y Compennan
Su Amiga(o)nan:
Omira Barret, Gina Acosta, Henry Zinhagel, Rushlenda Martijn,
Shirley Stewart, Elba Hirschfeld-Smith, Errol Marrug
Tur su Rumannan di Iglesia Tabernacle of David.
Demas Famianan:
Garcia-Angela-Kock-Medford-Winterdaal-Arends-Schwengle-
Spellen-Sutherland-Koolman-Banfield-Wouters-Martina-Madu
ro-Ahlip-Quant-Petit-Thielman-Krozendijk-Peterson-Willems-D
'Aguiar-Yarazaray-Gomez-Ras-Quandt-Haagstam-Glimmerve
en-Brunken-Tromp-v/d Linden- de Cuba-de Kort-Janga-
Cornelis-Boezem-de Freitas-Gonsalves-Grant-Hazel-Marrug

Acto di entiero lo tuma lugar diaranson 23 di Juni di 9’or pa
11’or di mainta na Aurora Funeral Home y despues lo sali pa
Santana Central Sabana Basora

Condolencia lo ta na Aurora Funeral Home diahuebs 23 di Juni
di 7’or pa 9’or di anochi

Nos ta pidi nos disculpa si nos por a lubida un of otro Famia
den nos tristesa

Despues di entiero nos no ta ricibi bishita di condolencia na
cas.



#1 Online

Centro di Bario Brazil ta invita tur hende cu tin nan trahe cultural pa bin cu ne dia di San Juan



CENTRO di Bario Brazil ta organisa fiesta di San Juan den grandi. Ta bay tin un gran cantidad di baliador di San Juan, entre nan varios mucha y hobennan. E show ta diabierna awor 24 di juni cuminsa pa 6:30pm cu animacion di Tipico Banchi Koolman pa compaña e baliador.

Lo tin show di grupo di baile pa tene e publico den ambiente total. Si bo tin un “trahe cultural”, bin cu ne p’asina haci nos cultura mas grandi. Tur baliador lo ricibi un bunita medaya como recuerdo.

Asina ta, Aruba completo ta invita pa bin fiesta hunto diabierna awor den Centro di bario Brazil. Si bo ta desea pa balia e dia ey bo por tuma contact cu Centro di Bario Brazil na telefon 5846500.

Manteniendo nos cultura na halto **Club Universal ta celebra fiesta di San Juan den forma di kita somber**

DIABIERNA awor, directiva nobo di Club Universal ta habri portanan di club hanco pa hunto cu habitantenan di bario y tur otro parti di Aruba bin gosa di un tremendo celebracion.

Laga tur stress un banda y bin rek e pianan, gosa, participa y disfruta di nos fiesta cultural ‘Dera Gay’. Un fiesta digno di su pueblo.

Celebracion ta cuminsa ya for di 6’or di atardi y ta caba pa banda di 9:30pm.

Den cushina unda Catarina ta dirigi cu man fuerte tin na benta cumindanan tipico manera sanger yena, sopi di kabriet, pan cu spam y banana hasa, kroket, pastechi y mucho mas.

Tambe lo tin cos dushi specialmente pa kibra dieta y cu pa su mayan toch ta cuminsa di nobo. Musica ta den man di grupo di Ruben pa despues cu a mata e gay por sigui baila un rato mas.

Corda bin un y tur. Fiesta di cosecha cu antes tambe tabata wordo celebra tur afo.

Ban rindi honor na nos cultura. Bin y pasa bon. Nos ta warda bo.



Miembronan di OPPA ta inivta p’e actividad di Seso Sport

Cruz riba diabierna 24 di juni proximo di 9:00AM pa 1:00PM.

Miembronan por forma nan grupo p’e actividad aki, y cada miembro por trece un introducido.

Lo tin premio p’e prome tres grupo ganador. E dia aki bo por Dera Gay, pero no bo cerebro.

Enciclopedia riba dos pia ta permiti, pero un pa cada grupo. Esaki ta pa warm up. Pregunta: Mi ta cuminsa cu letter C y mi ta caba cu O, mi ta muha di paden y mi ta yen di cabey banda pafo. Kico mi ta?

Pasa boca y entrada ta gratis. Tin dos dia ainda pa inscribi.

Fecha pa registra pa evento aki ta for di 13 di juni pa 23 di juni 2016 entre 9:00AM pa 12:00PM na kantoer di OPPA. Inscripcion p’e encuentro social aki ta obligatorio. Cada miembro y su introducido lo haya su carchi di participacion. Sin inscripcion no tin entrada. Lo tin door-prizes tambe! OPPA ta spera boso.

OPPA ta recorda su miembronan rib’e invitacion pa asisti n’e actividad di Seso Sport cu lo tuma lugar na Club San Martin, Santa



Chef y studiantenan di EPB y EPI ta crea un *"dessert artistico"* pa competencia di arte culinario

ARUBA Art Fair ta tuma lugá diana 16, 17 y 18 di september y p'e ocasion aki a invita studiantenan den e ramo di hospitalidad, específicamente riba tereno di arte culinario, pa forma teamnan hunto cu chefnan ehecutivo pa crea un dessert artistico. E regla principal ta cu nan mester haci uzo di por lo menos tres producto local den e dessert.

Ademas, nan mester produci un menu di seis plato pa un di e eventonan mas fabuloso di Aruba Art Fair, esta un cena combina cu un subasta di piesanan di arte.

Durante di un evento ameno na Screaming Eagle e 6 chefnan ehecutivo y e studiantenan a cera conoci cu otro y e teamnan a keda forma. Cada team ta consisti di dos estudiante di EPI y dos estudiante di EPB, kende ta traha hunto y ricibi guia di e chefnan.

Awe, diaranson 22 di juni, e teamnan lo ricibi un pintura cu ta e piesa cu nan mester uza como inspiracion pa nan dessert artistico. E entrega ta tuma lugá na San Nicolas, cual ta e cuna y sede pa Aruba Art Fair. Pa mas informacion sigui nos riba [Facebook.com/tbc.aruba](https://www.facebook.com/tbc.aruba).

SV Sport Boys cu su 57 aña di celebracion di Fiesta di San Juan, Dera Gay

DIABIerna awor, 24 di juni 2016 SV Sport Boys lo ta celebrando e tradicional Fiesta di Dera Gay riba Dia di San Juan.

Esaki ta e di 57 aña cu Sport Boys ta organisa e fiesta cultural aki. Sport Boys ta e sitio cu durante añanan a sa di tene e celebracion aki den su forma original, conservando un parti asina unico di nos cultura pa generacionnan proximo.

E celebracion lo cuminsa pa 6:30pm di atardi di musica di Cah'i Orgel "Mi Adorada" di Chido Marin. Despues ta sigui cu e tradicional buscamento di e bandera di San Juan, esta e bandera geel. E climax di e fiesta ta ora cu ta bay over na e baile pa Mata e Gay.

E persona cu logra Mata e Gay ta bira e heroe di e anochi aki y mescos cu esun cu haya e Bandera di San Juan ta ricibi nan premio.

Musica p'e parti aki ta den man di "Tipico Arubano" bao direccion di Mario Croes.

Den club lo sigui cu sacamento di e mihor pareha bailador di San Juan, Dera Gay.

Despues ta sigui cu un fiesta bailabel na encargo di "Tico y sus Estrellas" cu tin un bon repertorio musical prepara pa anima e fiesta aki te 2'or di marduga.

Un y tur ta keda invita pa bin celebra hunto cu e pueblo di Santa Cruz Pariba e Celebracion di San Juan aki na Sport Boys Club situa na Angochi, cuminsando pa 6:30pm cu Musica di Cah'i Orgel "Mi Adorada" di Chido Marin.

Entrada lo ta un sonrisa y manera custumber bar y cushina ta bon surti.





Heineken patronizando

Champ of the Champs pa di 10 año consecutivo

ARUBA Softball Bond hunto cu su miembro SV Royal Power ta den pleno preparacion pa ricibi Champ of the Champs 2016 celebrando su di 10 año. Mester bisa cu ta manera ayera esaki a inicia y a tuma nota con liher 10 año a pasa. Un concepto di un torneo unico den su estilo cual porcierto a caba di gana un reconocimiento di CONSURSA, esta di Confederacion Sur Americano como un torneo hopi competitivo y organisa di un nivel halto. Presidente di CONSURSA lo yega Aruba 1 di juli proximo pa entrega e "Award" aki na

organisadornan. Organisa un torneo di e magnitud aki no ta facil, pero sigur si Bo no tin un sponsor cu ta carga esaki Bo no lo logra. Cerbez number 1 na Aruba Heineken pa 10 año consecutivo a pone su schoudernan bou di e torneo aki cargando esaki dignamente y cu hopi orguyo.

Awe por mira atras riba 9 año sumamente exitoso preparando awor p'e di 10 año. Torneo lo inicia dialuna 27 di juni y lo termina 3 di juli na veld di SV Dragon Hitters na Barcadera.

E año aki adicional lo bay tin un feria chiquito cu 5 booth cu weganan popular cu hopi premio. Esaki lo bira un atracion nobo y special. SV Royal Power y Aruba Softball Bond publicamente kier gradici Heineken pa sostene y carga e torneo mas grandi den nos region. Alabes kier invita henter pueblo di Aruba pa bin tereno bin mira weganan di nivel halto y competitivo cu hungadanan espectacular pues bin apoya nos atletanan. Adhunto algun bunita recuerdo di e magno evento Champ of the Champs.

Ricibi AweMainta tur dia den bo Inbox

Registra awo!
Manda bo e-mail na
noticia@awemainta.com

Diadomingo awor

Fransi ta cla pa kibra record atrobe den hisamento di peso



FRANSI (Francoise) Frans a cuminsa haci crossfit na Aruba despues di a haci 4 aña di fitness. Tambe el a haci 8 aña di turnen y 4 aña di karate n'e edad di 7 aña. Den crossfit na Aruba el a bay ta competi tambe den weightlifting y a sa di logra prome lugar den su categoria di junioren den Copa del Rey na 2015.

Fransi a slaag pa su VWO na 2015 y na augustus 2016 el a bay studia Sportsmanagement hunto cu e beursalen na Hulanda, Tilburg. Asina cu el a yega Tilburg el a bay train crossfit y weightlifting na Extreme Sports Academy Tilburg, weightlifting bou di su coach actual sr. Sharlon Hellement.

Fransi a cuminsa competi den weightlifting na februari 2016 cu teamnan den su regio. Ta trata di 5 competencia di team di weightlifting den regio entre februari 2016 te cu juni 2016. Den e torneo di 20 di maart 2016, Fransi a sa di kibra Nederlands record den 'clean and jerk', pero oficieus.

Pa motibo cu no tabatin 3 referee presente n'e competencia aki e record no ta wordo considera oficial. Den un torneo individual dia 7 di mei 2016 2016, Fransi a logra oficialmente kibra Nederlands record di junioren den 'clean and jerk'.

Diadomingo awo, 26 di juni 2016, Fransi lo mik pa kibra record atrobe, pero den snatch. Despues di e torneo di team regional aki, e teamnan cu clasifica lo bay p'e siguiente rondenan landelijk cual lo cuminsa na september 2016.



Frustacion di coachnan

Pa: Alberto Klabér, Top Sporter y Hall of Famer

UN DI e problemanan di mas grandi cu hopi coach ta enfrenta diariamente durante di nan tarea como coach ta, ora cu un atleta no logra e meta cu tin y kico tur a wordo spera for di dje dor di su coach.

Un di e cosnan di mas importante t'e confiansa cu mester tin entre e coach y e atleta.

Un coach ta bisa e atleta pa haci cierto cos na un campeonato y e atleta no ta haci caso di su coach.

Si e atleta no tin confiansa den su coach, e atleta ni kico bo bise of haci e no ta scuchabo como coach.

Un di e aspectonan ta cu como coach bo mester por conoce e atleta y mester por conoce e atleta su abilidadnan den e deporte.

Un coach t'e persona cu ta premira un

situacion hopi mas liher cu e atleta mes.

E coach mester haci su trabou di coach e atleta of e team bon, pa ken cu ta cu e atleta of e team mester bay enfrenta.

E atleta mester ta den un bon condicion fisico delanta, p'e por dura e tempo stipula di e campeonato, sin cu su lenga ta sali cay afo na caminda.

Bon training, bon preparacion mental y fisico t'e cosnan cu un atleta mester tin p'asina duna tur di su banda.

Por train tur dia mes, pero si e training no ta balansa y si e coach no tin control di locual cu e ta haci, e no ta duna e atleta e confiansa den dje como coach.

Tur esaki ta cosnan cu ta haci cu e coach ta frustra su mes y ta keda cu e pregunta, ta dicon e atleta no ta scucha ora cu e haña ordo pa haci cierto cos na un campeonato.



Volleyball den Centro di Barrio Brazil ta "ON"

BRAZIL volleyball team ta organisa dia 25 di juni, un grandioso knock-out di volley pa reconoce nos gran entrenador veterano di volley cu ta sr. Hendrick Ponson.

Pa 7:45pm: Entregamento di plakaat na sr. Hendrick Ponson. P'e anochi aki ta bay tin un exposicion di potret di sr. Ponson na unda cu nos por recorda tempo di gloria na unda cu nos volley tabata na top.

Pa 8:00pm: Damas mix cu cabayero lo habri e anochi cu dos team pisa cual ta Sand Hawks vs. Brazil Tur Dia.

Pa 8:45pm: Brazil maestra vs. ganador di

prome wega.

Pa 9:30pm: Dakota vs. San Nicolas

Pa 10:15pm: Brazil vs. un Team Venezolano, esakinan ta bay haya sigur.

Tambe for di Corsou tin hungadornan cu lo ta aki p'e ocasion y tambe participa.

Un invitacion special ta bay na tur team di antes pa ta presente e anochi special aki. Weganan entre Brazil, Savaneta, Dakota y San Nicolas ta bay ta HOT. Lo tin animacion di Brass-Band y Steelband, asina ta bin topa cu amigonan cu hopi tempo bo no a mira den Centro di Barrio Brazil.



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TourismConcern research report

The impacts of all-inclusive hotels on working conditions and labour rights in Barbados, Kenya & Tenerife



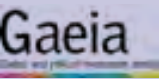
TourismConcern
Action for Ethical Tourism

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TourismConcern
Action for Ethical Tourism

Introduction

In 2013, Tourism Concern supported by the International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers’ Associations (IUF) undertook the research detailed in this report in order to seek to understand more fully how the all-inclusive model of tourism impacts upon the rights of hotel workers.

The primary aim was to generate new evidence and understanding about how the all-inclusive holiday model impacts upon pay, working conditions and labour rights of hotel employees in the selected destinations, including comparison with those in other types of hotel. Further research is needed to fully investigate how these working conditions influence the wider social and economic status and living conditions of employees and their families. It is hoped that the evidence gathered will inform a public debate about improving and protecting the rights of hotel employees, and help in promoting socially equitable, inclusive and sustainable tourism including influencing government and industry policy formation.

The research reveals three overarching findings:

- 1 Staff in all types of hotel are faced with low wages and a range of unfavourable working conditions, from working hours which disrupt home life through to stress and exposure to risk.
- 2 Workers in all-inclusive hotels face even less favourable working conditions. Amongst our respondents a greater number were on short term contracts which offer fewer benefits and less job security. Prolonged contact with guests is more likely in all-inclusives, which can be stressful. All-inclusive hotel staff receive significantly less in tips meaning that their overall wages were lower, and concerns about unpaid overtime were greater.
- 3 There is some evidence of progress since Tourism Concern’s published research in 2004: ‘Labour standards, social responsibility and tourism’. This has come about in part as a consequence of union representation and effective collective bargaining, including in a context of broader social dialogue and the enforcement of appropriate legislation. Barbados in particular demonstrated a model of engagement that appears to have had some favourable results and is respected by many of the staff who we interviewed.

AN INTRODUCTION FROM IUF

The findings of this research reveal that the tourist sector in the countries studied is characterised by precarious work, low wages, long working hours and unequal opportunity. While these problems exist in a range of hotels, and are the result of inadequate labour law, minimal or no labour inspection, extensive subcontracting and low levels of union density, the impacts are greatest in all inclusive hotels.

Major tour operators enter into competitive contracting with hotel chains which puts downward pressure on costs, including labour costs.

Local economies which rely on tourism are often disadvantaged by the all-inclusive model as most of the tourist expenditure is paid to the operator who retains profits in the host country and often little is spent in the host country outside of the hotel complex and chain of operators contracted by the tour operator.

The effects on local economies of the all-inclusive model were outside the scope of this report and would benefit from in-depth economic research.

The evidence points to serious social and rights deficits for hotel workers which are noticeably worse in establishments contracted to the all-inclusive model. Concerted efforts should be made by all involved in the sector to facilitate workers’ access to rights and to promote collective bargaining to lift incomes.

In the meantime the IUF has launched a global organizing initiative with a range of actions on behalf of housekeepers/chambermaids to fight for better hours, safer workplaces and gender equality. There is more information on the housekeeping campaign at www.iuf.org/show.php?lang=en&tid=221

Background

Tourism is one of the fastest-growing industries in many countries around the world. It is very labour-intensive and is therefore a significant source of employment – particularly for those with limited access to the labour market such as women, younger people, migrant workers and those from more rural areas.

According to the UNWTO, international tourist arrivals worldwide increased by an annual average of over 4 per cent between 1995 and 2010. Where there were an estimated 25 million international tourist arrivals in 1950, the number had grown to 275 million by 1980, 675 million in 2000 and to over 1,000 million by 2012. Growth is expected to continue to accelerate during the next decade, meaning that employment opportunities will also continue to grow.

However, the nature of hotels and restaurants means irregular working hours, split shifts, weekend and night shifts, and difficult and stressful working conditions. Employees in tourism, particularly the least advantaged, experience poor or even illegal working conditions, including low wages, unequal opportunities (for training and for participation

in decision-making) and greater vulnerability to abuse and exploitation. The high numbers in casual, temporary, seasonal and part-time employment face insecurity, comparatively low pay, job instability, and restricted opportunities for promotion. Women are often forced to accept unequal pay together with insufficient maternity protection, social security and family leave. At the same time, tourism is often seasonal, causing fluctuations in tourist numbers and hence in employment, and may be adversely affected by crises, including political upheaval, economic downturns and natural disasters.

All-inclusive hotels

All inclusive holidays began over fifty years ago with Club Med in Corfu. Today all-inclusive holidays attract millions of holidaymakers to custom-built tourist resorts around the world, where they pay in advance for everything they need. More and more hotels and tour operators are embracing the all-inclusive model and, according to market research company Mintel, the sector has grown by over 25% over the past five years, with mid and long-haul travel driving the market. The guarantee of a fixed budget is

understandable – tourists know they are guaranteed a manageable price, operators have more control over the end product, and hotels can increase their efficiency and predictability of demand. However, as previous research by Tourism Concern has clearly demonstrated, the implications for other local businesses, the destination economy, and the tourist experience raise serious questions about the sustainability and ethics of this model of tourism. Tourism Concern have long argued that local people see limited economic benefit. All-inclusives are self-sufficient resorts complete with bars, restaurants and entertainment and hence their guests have little incentive to go anywhere else in the country, hire local guides, eat in local restaurants or pay entry fees to local attractions. All-inclusive resorts undoubtedly create significant numbers of new jobs, but serious questions remain about whether, with margins pushed down throughout the supply chain and hotels hence being paid very little for each room, there is enough left to provide decent work to their staff.

Tourism Concern's 2004 report *Labour standards, social responsibility and tourism*, presented the findings of research which had examined labour conditions in mainstream hotels in five different popular destinations. It exposed failures to recognise workers' rights to join a trade union; lack of training; workers being pressurised into unpaid overtime; and workers not earning a living wage.

Decent work

The promotion of decent work is the central objective of the International Labour Organisation (ILO), which describes decent work as 'opportunities for women and men to obtain decent and productive work in conditions of freedom, equity, security and human dignity'.

Work is a central to people's lives in terms of time, social integration



and personal self-esteem; and paid work is of course the main source of income for the vast majority. It is clear: decent work is a fundamental dimension of the quality of life.

Labour rights perspectives

The concept of decent work is reflected in the social, economic and political agendas of countries around the world, and a wide range of labour laws and regulations have been developed, some of which specifically cover workers in the hospitality industry.

The ILO has developed a system of international labour standards aimed at ‘promoting opportunities for women and men to obtain decent and productive work, in conditions of freedom, equity, security and dignity’. They have established eight conventions that describe fundamental principles and rights at work: freedom of association and the effective recognition of the right to collective bargaining; the elimination of all forms of forced or compulsory labour; the effective abolition of child labour; and the elimination of discrimination in respect of employment and occupation.

The right for an individual to join or form trade unions of their own choosing and to bargain collectively is critical to the pursuit of decent work. Consultation and exchange of information between governments, employers and workers on issues of common interest is pivotal in promoting consensus building and democratic involvement, but ongoing negotiation is essential.

‘The rules of the global economy should be aimed at improving the rights, livelihoods, security, and opportunities of people, families and communities around the world.’
WORLD COMMISSION ON THE SOCIAL DIMENSION OF GLOBALIZATION, 2004

Data collection

Geographic scope

The research focused on the following three tourism destinations:

- 1. Barbados, Caribbean
- 2. Mombasa, Kenya
- 3. Tenerife, Canary Islands

These destinations were chosen based on the existence and/or growing prevalence of AI hotels; the presence of IUF offices and/or local union affiliates; popularity with UK tourists and tour operators; established Tourism Concern contacts; and the existence of existing research or data into tourism and labour conditions.

Methodology

The methodology combined quantitative and qualitative components. A literature review and preliminary desk research informed the drafting of employee questionnaires which were tested and

further developed with local partners. IUF offices and union affiliates used these to collect data from a representative sample of all-inclusive and other types of hotel (see table opposite). A total of 269 respondents filled in questionnaires, each of 60 largely closed questions, but also with comment boxes where appropriate. The data was collated, analysed and responses were cross-correlated. Interviews and focus group discussions with key stakeholders and experts were used to collect more qualitative information by which to triangulate findings from the questionnaires.

Criteria

Areas for investigation were based on Tourism Concern’s *Code of Practice for Working Conditions in the Tourism Industry* and the ILO’s dimensions for the measurement of ‘decent work’.

		AGE GROUP							
		21-30		31-40		41-50		51+	
		M	F	M	F	M	F	M	F
BARBADOS	AI	6	11	5	7	3	6	3	7
	OTHER	4	3	1	3	4	8	4	5
KENYA	AI	3	6	9	6	0	0	3	0
	OTHER	4	1	16	6	5	6	4	1
TENERIFE	AI	8	9	6	3	3	14	9	1
	OTHER	2	7	14	6	10	3	2	1

CHART 1: Analysis of respondents by gender and age (AI = All-Inclusive hotels)



- They included:
- Job satisfaction*
 - Job security*
 - Recruitment issues and contracts*
 - Training*
 - Working hours*
 - Wages, service charges and tips*
 - Benefits and allowances*
 - Health and safety issues*
 - Treatment at work: support, discrimination, bullying etc.*
 - Gender issues*
 - Representation and union membership*

Limitations

Whilst the quantitative data yielded by the research is useful, the scope of the research is relatively limited and detailed numerical analysis can only go so far in clarifying the reality for all-inclusive hotel workers in general.

There is a wide range of variables: specific job descriptions, types of contract, types of hotel, and so on, all of which may influence how individual employees feel about their work and hence need consideration when evaluating their responses to questions. Individuals may also have interpreted the questions differently to each other, or may have influenced each other’s interpretations.

The fact that union representatives in each country were overseeing collection of the questionnaire data also raised concerns that findings could be skewed. Collecting further information and verifying findings via interviews and focus groups sought to mitigate this. As it transpired a significant number of respondents were not union members anyway, and others clearly felt free to be critical of the unions in their answers.

Differences between the approaches of particular hotels or hotel groups, individual managers, or between locations were sometimes more significant than the difference between all-inclusive and non all-inclusive hotels.

HOTELS AND NUMBER OF RESPONDENTS TO OUR SURVEY			
	No of respondents	star rating	no of rooms
TENERIFE (105)			
NON ALL-INCLUSIVE (49)			
Iberostar Grand Hotel el Mirador	9	5	42
Casa Bellas	10	-	-
Iberostar Anthelia Playa de Fanabe	10	5	365
Iberostar Bouganville Playa	10	4	481
Gran Hotel Bahia del Duque Resort	10	5	356
ALL-INCLUSIVE (56)			
Gran Hotel Turquesa Playa	16	4	350
Iberostar Torviscas Playa	10	4	470
Luabay	10	4	303
Iberostar Las Dalias	10	4	404
Las Aguilas Hotel	10	4	219
KENYA (78)			
NON ALL-INCLUSIVE (48)			
Afrochic Diani, Mombassa	14		10
Diani Sea Lodge, Mombassa	6	3.5	164
Severin Sea Lodge, Mombassa	5	4	188
Hotel Central Park Nairobi	5	0	85
Sarova Stanley, Nairobi	8	5	217
Mid-Africa Hotel, Kitale	6	0	-
Kitale Club, Kitale	4	0	-
ALL-INCLUSIVE (30)			
Baobab Beach Resort, Mombassa	6	4	321
Sarova Whitesands Beach Resort, Mombassa	10	3.5	338
Travellers Beach Hotel, Mombassa	6	3.5	288
Mpata Safari Club, Masai Mara	4	-	23
&Beyond Kichwa Tembo Camp, Masai Mara	2	-	-
Sanctuary Olana, Masai Mara	2	-	-
BARBADOS (86)			
NON ALL-INCLUSIVE (34)			
Southern Palms Resort	9	3	92
The Sandpiper	8	5	48
Croton Inn	1	0	6
Accra Beach	1	4	224
Colony Club	5	4	96
Hilton Barbados Resort	10	4	350
Fairmount Royal Pavilion	10	4.5	72
ALL-INCLUSIVE (52)			
Mango Bay, Barbados	5	4	76
Couples Barbados (Sandals)	12	4	280
The Club	9	4	161
Crystal Cove	7	4	88
Turtle Beach	5	4	161
Island Inn	4	3	24

Research findings

Job satisfaction

Workers in all-inclusive hotels in our survey were the least satisfied, with work/life balance being the most frequently cited reason, particularly for female employees. Individual responses indicated that the presence of greater numbers of guests throughout the day added to workload and stress for both managers and staff.

Fundamental to the concept of decent work and overarching more easily quantified dimensions such as wages and working hours, is the idea that individual workers should be afforded a measure of job satisfaction.

The surveys used for this research asked a number of questions about job satisfaction, the desire to change jobs and the most important reasons for considering such a change. In analysing the findings we cross-correlated the data against country, type of hotel, and individual hotels.

There was insufficient data to make meaningful comparison with types of job, although anecdotal evidence suggested that more skilled jobs offered greater levels of satisfaction.

Levels of satisfaction are shown in Chart 2. In Barbados respondents showed the highest levels of job satisfaction overall, and fewer responded that they would like to change job than in the other countries. There were somewhat more dissatisfied workers in the all-inclusive hotels which interviews and focus groups suggest could be related to greater workload due to many guests remaining in the hotel all day. The fact that one or two individual hotels showed particularly high levels of satisfaction whilst employees in others complained about how management treat staff, demonstrates the importance

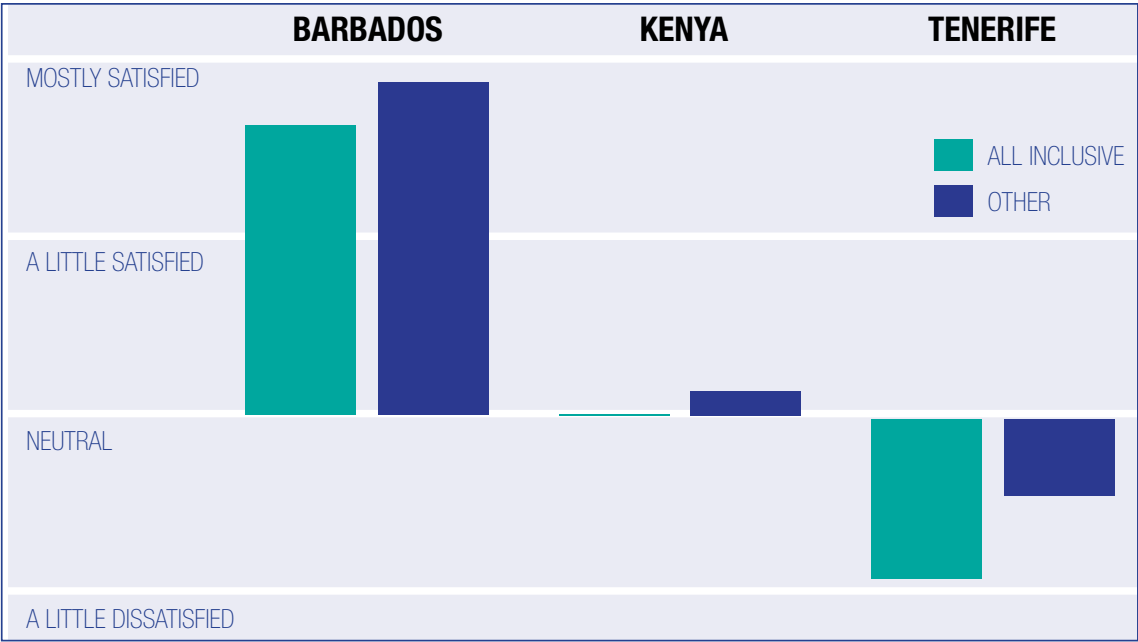


CHART 2: Averaged levels of satisfaction by country and type of hotel

		HIGHER PAY	WORKING CONDITIONS	CAREER PROSPECTS	WORK/FAMILY BALANCE
BARBADOS	AI	4	5	3.5	3
	OTHER	5	4	4	2
KENYA	AI	5	4	4.5	3
	OTHER	4	5	4	3
TENERIFE	AI	5	5	3	4
	OTHER	4.5	4	3	3

CHART 3: Reasons to seek a new job (5 = most important; 1 = least important.)

of individual management style.

In Kenya workers were, on average, neutral with regard to job satisfaction and there was no significant difference with all-inclusive hotel employees. Where expressed, concern centred on salary levels, working hours and job insecurity. Some individuals complained about the lack of tips in all-inclusive hotels.

In Tenerife, levels of satisfaction were significantly lower than in the other two countries, particularly in certain hotels. Relations with management were a source of complaint for over a third (36%) of those who were less than satisfied with their job. All-inclusive hotel workers were the least satisfied, with work/life balance being the most frequently cited reason, particularly for female employees. Salary, working

conditions and management relations were also frequently cited.

EMOTIONAL LABOUR

While many enjoy interacting with guests, several respondents referred to finding this somewhat stressful, especially over long periods. This may be due to what is sometimes referred to as ‘emotional labour’, whereby employees are expected to perform their duties whilst also displaying positive emotions, even in difficult circumstances. Emotional labour is a major contributor to stress and is exacerbated when the difference between the emotion felt and the emotion shown is increased. Focus group discussions revealed this to be common amongst employees in all-inclusive hotels in all three countries, particularly in roles with the most prolonged interaction with guests.

WHY CHANGE JOB

We also asked respondents to give the most important reasons why they might seek a different job. Results are shown in Chart 3.

ACCOMMODATION

The majority of respondents live in rented or owned accommodation (Barbados: 96%; Kenya: 83%; Tenerife: 76%), usually with their families. However, of those who live in hotel accommodation more than half expressed dissatisfaction with the conditions. There is no evidence that this is more or less prevalent in all-inclusive hotels.

Migrant workers

ILO research suggests that migrant workers may be more vulnerable in terms of health and safety and that they tend to remain in lower-skilled and lower-paid positions, particularly women. Migrant workers do not always benefit from supportive trade union representation.

In our survey, 93% of respondents in Kenya, and 98% of those in Barbados were employed from the local population. In Tenerife, however, 13% were migrant workers, almost all from other Spanish speaking countries particularly in South America. Interviews suggested that this may be because migrant workers see tourism as a stepping stone to other employment in Europe and the opportunity to send money to family at home. Migrant workers were employed by nine of the ten hotels surveyed. There was no evidence that all-inclusives employ more migrant workers than other types of hotel.

Whilst a higher proportion of migrant workers in our survey live in hotel-owned accommodation, many of the employees who travel furthest to get to work are also migrant workers; some travelling as much as 30 km in each direction daily.

Job security & recruitment

The seasonal nature of tourism means that jobs in the industry are not secure. This is particularly exacerbated by short term contracts by which hotels create a flexible workforce. Our data suggest that such contracts may be somewhat more prevalent in all-inclusive hotels. However, in Barbados, where arrangements exist for negotiating minimum hours when hotels are experiencing low occupancy, it was also suggested that all-inclusives depend on higher occupancy rates in the low season, and hence keep more staff employed.

It is clear that employees want to feel that their jobs are secure with a steady income to support them and their families. Concerns about job security may be real or perceived, however the impact is often the same. Unanswered or ignored, this can have a negative impact on employees' health, engagement, and performance at work.

Given the seasonal nature of tourism and its vulnerability to political or economic crisis, many employees are aware that their jobs may be at risk. This is exacerbated by hotels increasingly using casual or part time workers for long-term staffing solutions. Whilst the benefit to the hotel is often cited as greater efficiency, it also means hotels avoid having to pay benefits and create a



Research findings

flexible workforce that can be laid off when occupancy is low. Workers on temporary contracts, or without a contract at all, are vulnerable to exploitation and unfair dismissal.

We asked respondents how likely they thought it was that they would still be employed in the same job in a year, and whether any uncertainty worried them. We also asked about their expectations regarding promotion.

Overall the questionnaire findings were mixed, with more than 50% of respondents either not answering the question or responding ‘don’t know’. However, focus groups made it clear that job security is a significant issue for many. Understandably those on temporary and short term (seasonal) contracts felt less secure than full time employees.

Qualitative data suggests that even full time workers feel insecure, as they are aware that variations in occupancy levels can lead to redundancy, and that the industry is vulnerable to world economic trends and can be affected by specific events such as the violent clashes in Kenya following elections in 2007/8.

In Barbados anecdotal evidence suggests that workers in All-inclusive hotels are actually less vulnerable; that they are more likely to stay in employment because the AI business model seeks greater occupancy than non all-inclusives in the low season.

Less than 5% of all respondents overall felt it likely that they would be promoted in the next year, although in Tenerife the figure was higher.

CONTRACTS

The data collected regarding types of contract is shown in Chart 4 below. In our sample, a higher proportion of workers in all-inclusive hotels are on short term contracts.

RECRUITMENT

Unfair recruitment procedures can lead to charging fees to job seekers, retaining identity documents to keep workers in exploitative jobs, and manipulating and further indebting workers through threats and non-payment. This is particularly prevalent for migrant workers.

Although respondents were asked about how they found their job and whether, and by whom, they were interviewed, the results were inconclusive and certainly there were no perceivable differences in AIs. Nonetheless, it is clear that female employees in Kenya, and to some extent in Tenerife, felt that they do not get equal employment opportunities with their male counterparts.

Staff development

In all the countries surveyed, employees on short term contracts – of whom there are more in all-inclusive hotels – receive very little formal training. Permanent employees in all types of hotel are frequently offered a variety of training, but the quality and extent is extremely variable. Many in Kenya attend Utalii College – including on refresher courses – while in Barbados and Tenerife training is more frequently internal, by managers or colleagues.

Decent work is about improving the quality of people’s lives. This includes improving their capacity to realise aspirations. Expanding the capabilities of staff not only increases this capacity, but also provides hotels with a more effective workforce. Training also improves the prospects for finding new employment following a job loss.

According to the IUF Tourism Policy specific courses should be offered to employees based on their needs and expectations (including training of seasonal workers during the off season, special courses on safety and health issues, etc.). Our research suggests that this is by no means always the case, particularly in all-inclusive hotels. As the ILO suggest, there is an ongoing problem with widespread low-skill levels and high turnover rates across the sector.

Our research investigated what kind of training employees received and how it was provided, including what was covered by the training, who conducted it, how long training went on for and who paid for it.

While the answers vary from country to country and hotel to

		LENGTH OF CONTRACT	
		LESS THAN ONE YEAR	MORE THAN ONE YEAR
BARBADOS	AI	14 (27%)	38
	OTHER	3 (9%)	30
KENYA	AI	11 (38%)	18
	OTHER	17 (35%)	31
TENERIFE	AI	12 (21%)	44
	OTHER	14 (29%)	34

CHART 4: Types of contract by country and type of hotel (AI = All-Inclusive hotels)

hotel, it is clear that there is a general reluctance for hotels to invest in training, particularly of lower level staff. There is also a correlation between those who receive longer term and externally-provided training and those who feel more satisfied with their job, including regarding their prospects of promotion as good.

Very little training is provided for those on short or part time contracts and our data suggests that there are more such contracts in all-inclusive hotels.

In interviews, however, some management staff complained of a propensity for staff to leave after relatively short periods, and that it was prohibitively expensive to train such staff, particularly if that training had enhanced the employee's prospects of obtaining a job elsewhere.

Although there is variation between individual hotels, most respondees in Kenya had received specific job-related training, and had often also attended a refresher course. Many go to Kenya Utalii College, a government-owned hospitality and tourism training institution established in 1975 which also co-ordinates with the Kenya Association of Hotel Keepers and Caterers. Whilst a lot of these will have attended prior to gaining employment, 43% indicated that they had attended refresher courses whilst at the hotel. A small number had paid for themselves. Only 24% mention specific training in health and safety, although this might be due to the formulation of the survey questions; interviews suggest the figure should be higher. A small number of respondents (less than 5%) mentioned training on employment rights, mostly those active within the union.

In Tenerife less than 40% of respondees had received training from an external trainer and of those



the majority are in more senior roles such as supervisors and cashiers.

It was notable that workers on temporary contracts only received 'on the job' training from managers and colleagues.

In Barbados most training is by managers and colleagues, although the trade union also provides some staff with rights training. Some 28% of those reporting that they had received training also paid for

it themselves, usually for 1 or 2 day vocational courses.

Training and development is one area where the size of the international hotel chains helps. Their ready access to IT and other media infrastructure and their well defined Human Resource frameworks are claimed to offer greater opportunities for employees to develop their capabilities, especially through training and job mobility programmes.

ILO-IHRA STATEMENT ON TOURISM AND EMPLOYMENT, JANUARY 2010

'Human resource development in tourism should be given priority attention by tourism leaders, within the framework of sectoral social dialogue at all levels and supported by governments and educational institutions. People entering the tourism labour market should be given the opportunity to develop a rewarding career, to advance their professionalism and, altogether, the security of a decent work. Improved labour market information can play a crucial role in all these developments.'

'The importance of training employees can't be over-estimated. Every job ultimately aims for guest satisfaction. Training can be expensive, but the benefits to our hotel outweigh the costs involved'

AI HOTEL MANAGER, BARBADOS

Research findings

Working hours

Excessive or atypical working hours were a common cause for concern amongst respondents from all types of hotel in our survey. There were also a number of complaints about unpaid overtime, particularly in all-inclusive hotels, of split shifts with insufficient breaks in between and of reduced hours when occupancy is low.

Fair working hours are a key component of decent work. The ILO says that excessive and/or atypical hours can be detrimental to physical and mental health and impede the balance between work and family life.

In our research, working hours were one of the most commonly cited causes for concern amongst respondents in all three countries. Several issues emerged, key amongst them being long hours, working in the evenings and at night, and split shifts. In some cases there was a correlation between excessive hours and inadequate pay, often because overtime was unpaid. Women were particularly badly affected, perhaps because of the nature of the jobs they are employed in, but also because they

tend to be more adversely affected by the imbalance between work and family life.

Conversely, one or two workers also complained that their hours were insufficient.

In Tourism Concern's 2004 research, numerous complaints from hotel workers suggested that it is commonplace for workers to be expected to do overtime without getting paid. The daily impact of this on workers is less time to spend with family members and physical and mental exhaustion. Not being paid properly causes both dissatisfaction and a feeling of not being valued. Our research suggests that this is still a serious problem.

In Kenya a few respondents had insufficient time between shifts to return home; in some cases as little as one hour between two eight hour shifts. The average rating of how much working hours affected family life for those working shifts was 4.5 (with 5 being the highest rating), where non-shift workers averaged 2.2, demonstrating how significantly shifts impact upon workers lives. In our sample, almost 80% of respondents from all-inclusive hotels were shift workers, whilst in other

'Most of the time you work until you feel as if you are going to collapse'

F&B SUPERVISOR, AI KENYA

types of hotel it was nearly 10% fewer. Many respondents from all types of hotel complained of working more hours than agreed and without being paid extra.

In Tenerife most workers are paid for working extra hours. However, some contracts are unclear about the numbers of hours to be worked, and there were complaints of hours being reduced due to low occupancy.

Similarly in Barbados there were several reports of hours being reduced due to low occupancy, but interviews indicate that there are formalised procedures for negotiating minimum hours. There were more incidences of overtime not being paid reported by workers in AI hotels than in other hotels.

We asked respondents in all countries whether they would prefer more income for more hours or less income for less hours. A significant number would choose the latter which, given their already relatively low wages, suggests that working hours are regarded as disagreeable.

'Now that the minimum number of hours we will get during downturns in occupancy has been increased, I am much happier with arrangements'

KITCHEN WORKER, BARBADOS





Wages, tips & service charges

Remuneration for hotel workers is made up of wages, service charges and tips. Staff in all-inclusive hotels in all three countries receive significantly less in tips and, in our sample, workers in all-inclusives in Kenya also earned a little less. Wages in all hotels are relatively low although they have improved relative to other sectors since Tourism Concern's research in 2004.

The hospitality sector often emphasises the imperative of keeping costs down in order to sell holidays at the cheapest possible price; not least all-inclusive holidays. Tourism Concern's previous research suggests that the industry – particularly the hotel sector – hence relies heavily on low wages.

As many respondents chose not to say how much they were paid, and given that wages vary according to specific roles and between hotels, it is only possible to draw generalised conclusions. However, our data suggests that wages are often still low and problems with the way tips and

service charges are managed persist. Nonetheless, they have improved relative to other industries since our research in 2004, perhaps as a result of better union organisation.

Wages in Kenya were mostly given in the range of 12,000 to 16,000 Kenyan shillings per month, although one employee was paid as little as 9,000 and some senior positions commanded pay over 25,000. In addition most workers receive a housing allowance of about 4 or 5000 Kenyan shillings a month. From the data collected by our research the average total wage before tips and/or service charge was 18,666 in all-inclusive hotels and 21,300 in non-all-inclusives. This compares to an average minimum wage of 13,674.

However, it would be misleading to imply that hotel wages are therefore always adequate. Living wages – the amount workers and their families need in order to be able to afford a basic, but decent, life style – are often estimated to be well over 20,000 shillings per month in Kenya. This is more than some workers earn in total, particularly in all-inclusives. The median wage in Kenya is over five times this amount (100,000 shillings).

THE STAR, KENYA
TUESDAY, JANUARY 25, 2011

"Tourism minister Najib Balala is investigating several hotels over alleged failure to pay employees part of the service charge collected from clients. The minister says he has received numerous complaints from the public particularly employees who said they were not getting their dues. "There's been a lot of hue and cry on this issue. I am closely monitoring a number of hotels who have not been remitting the service fees," Balala told the Star after officiating at a tourism stakeholders' meeting in Nairobi. ...The minister further lamented that Kenyans hoteliers "were notorious for mistreating their employees" and that his ministry had severally raised the issue with labor officials. "We are also going to start inspecting hotels to ascertain the level of training of their staff. We want to come up with a new policy on service standards. We have a lot of well-trained Kenyans who cannot get jobs merely because some hotel operators want to employ cheap, untrained labor," Balala warned.

Anecdotal evidence suggests that many of the hotels concerned were all-inclusive hotels, and also that little effective action has been taken.

Nonetheless, more people responded that wages were better than those in comparable jobs than responded that they were worse.

Service charges are applied in Kenya. However, the sharing of service charges is not always transparent and some respondents complained they did not receive a share at all.

Tips can help Kenyan hotel workers reach a living wage. At the all-inclusive hotels though, levels of tipping were considerably lower than elsewhere.

Research findings

Over dependency on service charges and tips, is a major concern for hotel workers from all three countries. When tourism is good then tips and service charges are likely to be good, but when tourism is bad the worker is forced to live on their basic salary.

Of the few respondents who gave their wages in Tenerife, the average was 1723 euros per month, significantly more than the minimum monthly wage in Spain of 752.85 euros and a median wage of around 1000 euros. There appeared to be similar wages in all-inclusive hotels.

However, there is no service charge or housing allowance in Tenerife, and staff at all-inclusive hotels reported that they received virtually no tips. Overall they were hence less satisfied with their pay than those in other hotels. Although one or two jobs commanded no tips at Tenerife's non-all inclusive hotels, most earned between 50 and 200 euros extra from them.

Wages quoted by respondents from Barbados varied from 1500 to over 2000 Barbados dollars per month, approximately twice the minimum wage of BDS800 although less than the median wage of BDS5000. Most respondents felt levels of pay were roughly equivalent with comparable jobs.

As in the other countries, tips in all inclusive hotels in Barbados are low. Whilst tips in other types of hotel vary, they can be over BDS100 a week, particularly in higher starred hotels.

In Barbados there is a 10% service charge which is shared by employees according to a points system agreed between the Barbados Workers Union and employers.

Workers in Barbados were the most satisfied with their overall remuneration.



Benefits and leave

Whilst permanent staff in all types of hotel are generally able to access a range of benefits, workers on short term contracts rarely can and are left vulnerable as a result. More workers in the all-inclusive hotels surveyed have short term contracts.

Benefits and statutory leave help to ensure that staff enjoy working conditions which allow adequate free time and rest, take into account family life, provide for adequate compensation in case of lost or reduced income and permit access to adequate healthcare.

In all the countries in our survey employees on full time permanent contracts are entitled to a range of benefits and statutory leave. Only in a few cases did respondents to our

survey report significant difficulty in claiming them. However, most employees on short term and temporary contracts do not have access to the same benefits and leave entitlement which adds to the insecurity of such positions.

As previously reported, there are more short term and temporary contracts in the all-inclusive hotels overall (see chart 4 on page 8). In Barbados, for example, 27% of workers surveyed from all-inclusive hotels were on short term contracts, compared to just 9% from other types of hotel.

Health & safety

Staff in all hotels are subject to stress, fatigue and a range of risks. There were numerous reports of injuries and long term health issues. Our data suggests that stress can be a particular issue for workers in all-inclusive hotels.

Workers in the hospitality sector are faced with a range of health-threatening working conditions. Risk comes in many forms – repetitive tasks, long hours, exposure to harmful substances, noise, psychological pressure, physical aggression and much more. The degree of risk varies with specific roles but it is reasonable to expect adequate steps to have been taken to prevent work-related accidents, injury or ill-health. This means provision of a safe and hygienic working environment and regular health and safety training.

Our research investigated whether and how workers might be exposed to risk, whether they have suffered injury or ill-health due to their work and also whether they were provided

with occupational safety equipment or clothing.

Only 19% of respondents mentioned having been given health & safety training although interviews suggest this figure should in reality be higher. There were also several reports of inadequate safety equipment, particularly in Kenya.

Overall there were slightly more reports of health problems and accidents from workers in all-inclusive hotels, and particularly so in Tenerife. There were significantly more reports of stress in all-inclusives in all countries, and anecdotal evidence from Barbados suggested that this might be because staff have more continuous contact with guests as they stay in the hotel for longer periods. Some focus group respondents suggested that this means they also have more work to do, but management responded that staff numbers are higher and hence this should not be the case.

A selection of individual responses are shown in the box below demonstrating the range of physical

‘This sector continues to rank very highly with respect to the number of accidents reported to our office’

SENIOR SAFETY AND HEALTH
OFFICER IN THE LABOUR
DEPARTMENT, BARBADOS

and psychological risks to which hotel workers are exposed.

Housekeeping staff complained that conditions are often physically demanding, whilst overheated laundries and kitchens, large trolleys, and working without modern equipment put pressure on staff every day. Tourism Concern’s 2004 research also highlighted how cost cutting measures such as reducing staff, reducing the number of lifts in service and cutting out lighting and air-conditioning during the day put additional demands on workers.

The nature of the work women more typically do – including housekeeping and some kitchen work – means they are exposed to greater risk.

HEALTH & SAFETY ISSUES REPORTED BY RESPONDENTS

Strain or injury brought about by physically demanding work including carrying heavy loads, standing for long periods standing, and repetitive tasks.

Monotonous work and work without creativity and initiative is widely reported. Certain complex tasks which require high concentration levels can induce fatigue and greater risk of accident.

High workload and stress particularly at peak hours and related to customer behaviour can be exacerbated by continuous customer contact. Sometimes, workers feel squeezed between the demands of management and the needs of guests.

High workload, including due to lack of replacement of sick colleagues, and related headaches, stress and fear. Anecdotal evidence suggests this can lead to depression and increased absenteeism.

Noise and high frequency sound levels causing fatigue and in one or two cases reported hearing loss.

Low light conditions, which can create a higher risk of accident.

Irritation, fatigue and/or respiratory problems brought about by temperature, humidity and fumes, particularly in kitchens.

Passive smoking in certain guest areas.

Contact with dangerous substances such as oven and floor cleaners, disinfectants, soaps and detergents, pesticides with reports of associated infections, skin, eye and nose irritation, allergies, respiratory diseases etc.

Accidents such as slips, trips and falls; and associated sprains, broken limbs, injured necks and backs, cuts and bruises etc.

Physical violence (or the threat of), harassment and discrimination.

Unwanted sexual attention.

Problems related to control in and over work, checks by superiors, no time for breaks, uncertainty about the finishing time of the work, and lack of communication.

Research findings

Stress, violence and discrimination

In our survey there were several reports of bullying and discrimination of different types, and significantly more in Kenya. Staff from all-inclusive hotels in all three countries reported stress, bullying and feeling their ideas were not listened to.

Fair treatment in employment is a basic right, not only in terms of equality of opportunity and pay, but also in being able to work without harassment or exposure to violence, being listened to and given a degree of autonomy, and through the fair handling of any grievances or conflict.

Our research investigated the extent to which respondents felt supported by colleagues and/or their managers, and also of any bullying and discrimination.

Respondents reported a range of offensive or unreasonable behaviour from managers, colleagues and sometimes from guests. These included:

- *Setting impossible deadlines*
- *Verbal abuse*
- *Constant criticism or insults*
- *Excluding or isolating employees*
- *Being given unpleasant or meaningless tasks*
- *Sarcasm or belittlement*
- *Spreading of misinformation*
- *Deliberately changing of work rosters to inconvenience a particular employee*
- *Withholding information or resources critical to effective work performance*
- *Manipulating the opinions of colleagues*
- *Offensive humour, including degrading or inappropriate written and pictorial material.*
- *Sexual harassment*

Overall there was little difference between all-inclusive and other types of hotel in how supported staff felt.

Responses varied far more between different hotels, probably reflecting the fairness of individual managers. However, there were more reports in our survey of bullying and harassment in all-inclusive hotels and slightly more felt their ideas were not listened to. More workers in smaller hotels (those with less than 100 guests) felt that their ideas *were* listened to than in larger, and relatively few of those were all-inclusive.

In Kenya, there were widespread complaints of harassment and discrimination, particularly on the basis of gender and age. Although reported incidences were somewhat less in Tenerife, there were more reports of racial discrimination.

In Barbados very little discrimination was reported overall, and there was no significant difference between types of hotel. Whilst bullying and harassment were reported, respondents' average rating of their managers was much higher than the other two countries.

A number of issues to do with harassment – including by guests – and significant reports of stress also emerged, particularly in focus group discussions and interviews.

The ILO highlight that high levels of violence and stress can be caused by the physical and social environment of hotels. Factors

such as long shifts, irregular hours, income insecurity, cost cutting, new technology, alcohol consumption and the sometimes sexual nature of holiday promotion, are high risk factors, particularly for vulnerable groups such as women and youth as well as ethnic minorities, migrants and part-time workers.

Stress is a major health factor and can lead to tiredness and physical exhaustion. Tourism Concern's research in 2004 found that housekeeping, kitchen and waiting staff are particularly prone to stress and depression. Housekeeping staff face a challenging workload to be completed within a shift, with considerable physical strain added to by the psychological strain of conflicting demands from guests and management. Kitchen staff are expected to create and deliver high quality products in a very limited time, and waiters have to accommodate the constraints of the cooks and the harassment of supervisors whilst trying to fulfil the wishes of the guests.

These pressures can exacerbate workplace bullying. Unreasonable and repeated pressure, threats and intimidation were widely reported, especially amongst more vulnerable groups. Apart from the physical and psychological effects on individuals and their families, bullying also creates a risk to health and safety, and is damaging to the hotel as a whole.

		BULLYING/HARASSMENT	DISCRIMINATION	NOT LISTENED TO
BARBADOS	AI	6%	12%	19%
	OTHER	4%	9%	18%
KENYA	AI	3%	2%	13%
	OTHER	2%	1%	11%
TENERIFE	AI	4%	6%	18%
	OTHER	2%	5%	18%

CHART 5: Mistreatment by country and type of hotel (% OF TOTAL RESPONSES)



Gender issues

Whilst survey data was a little inconclusive, interviews suggest that women in all types of hotel are paid less, have fewer opportunities and face higher levels of harassment than men.

Women make up between 60 and 70 per cent of the labour force in the tourism industry in most countries. However, women tend to earn less than men and be in lower skill roles, such as housekeeping and some customer contact areas. Men may, for example, be employed as bartenders, porters, gardeners and maintenance workers – jobs of equal value but for which they often earn up to 25% more. The ILO feels women are vulnerable in the industry and face precarious types of jobs, inequality, violence at work, stress and sexual harassment. The relatively low level of women's participation in workers' organizations, particularly at senior level, may also give them a weaker bargaining position.

Our research investigated discrimination on the basis of gender and perceptions about equal opportunities and equal pay for women.

In Kenya respondents generally felt there were more opportunities for men, even though more than 60% of

hotel workers are women, reflecting the nature of women's employment. While a higher proportion of women respondents reported harassment and discrimination, and more women feel their ideas are not listened to, many male respondents felt that treatment is equal, demonstrating that discrimination can be insidious.

In Tenerife, while pay was consistently reported to be equal, respondents again felt that there are more opportunities for men.

In Barbados there were almost no reports of discrimination, and a focus group with female employees from several different hotels suggested that there was equal pay and equal opportunities.

Women can face sexual harassment from colleagues, managers and clients. Late working hours, service of alcohol, dress code, racism, negative attitudes related to service staff, and the sometimes uninhibited, sexualised nature of tourism contribute to a high-risk environment especially for women and young workers. This is of particular concern when management show no support for workers to bring forward complaints against guests, fellow workers or managers.

Child labour

Child labour remains particularly common in or around the tourism industry. However, perhaps because much of this is in the informal sector rather than in hotels themselves, our research revealed little evidence of child labour. It is nonetheless possible that some smaller, family-run hotels do employ child labour.

Other research suggests that children working in tourism can be exposed to physical and moral hazards that damage them for the rest of their lives, owing to the association of some of these enterprises with alcohol, the sex industry, violence and illicit drugs.

The USA Office of Child Labor, Forced Labor, and Human Trafficking (OCFT) reports that, in Spain there are laws and policies to protect children from exploitation in the workplace. Their research suggests that while child labor was generally not a problem, there were reports of trafficking for sexual exploitation.

They report that in Kenya, despite greater efforts to eliminate the worst forms of child labour in recent years, it still persists and enforcement of legislation is weak.

The worst forms of child labor do not appear to be a significant problem in Barbados.

Research findings

Social dialogue and trade unions

Although collection of questionnaire data was conducted by unions in each country, many individual respondents were not members. Overall there was more variation in union membership between individual hotels than between all-inclusive and other types of hotel.

The extent to which workers can express themselves on work-related matters and participate in defining their working conditions is an important dimension of decent work. In their *Policy for the Tourism Sector* the IUF state that their ‘affiliates should ensure that companies fully respect workers’ freedom of association and right to bargain collectively and, as required by the ILO Declaration, have a positive attitude towards trade union activities, including those of international associations of unions.’

Our research looked at whether respondents were union members and,

if not, what the reasons might be. Overall there was more variation in union membership between individual hotels than between all-inclusive and other types of hotel. In Kenya almost all respondents were members of KUDHEIHA – the Kenya Union of Domestic, Hotels, Education Institutions, Hospitals and Allied Workers. As KUDHEIHA were responsible for collecting questionnaire data this may not be representative of the sector as a whole. Despite the high level of union density, there are still problems in the sector such as the lack of contracts for casual workers. Nonetheless progress has been made via collective bargaining agreements (CBAs) including minimum terms and conditions of service and dispute settlement procedures. Some felt that CBAs were not fully implemented. In Barbados, despite questionnaire data being collected by the Barbados Workers Union (BWU) only two thirds of respondents were members. The remaining third were not members of any union, the most

common reason cited being that they are not perceived as useful. However, in focus groups with union members they claimed that these non-members benefitted from the tripartite Barbados Social Partnership (between government, unions and employers), initiated in 1993. A number of protocols addressing the nation’s social and economic problems have been signed and workers rights have been enshrined in law. Such negotiation is not always straightforward of course and BWU withdrew from the social partnership in August 2013. In Tenerife union membership was found to be the lowest. Less than half of respondents in all-inclusives are union members, fewer still in other hotels. Those that are members are almost all in the Unión General de Trabajadores (UGT), one of the two major Spanish trade unions, along with CCOO. Of those giving a reason for not having joined, more than 60% said that they did not have time, perhaps also suggesting that they are not aware of the key role the union can play in upholding their rights and negotiating improved working conditions. Two women workers were members of Intersindical Canaria – a left-wing nationalist trade union movement in the Canary Islands with a socialist and feminist profile.

SOCIAL DIALOGUE
Social dialogue, which includes all types of negotiation, consultation and exchange of information between governments, employers and workers on issues of common interest is seen by the ILO as pivotal in promoting consensus building and democratic involvement. Whilst sometimes seen as an end in itself, it provides a useful context for more specific negotiation by unions of workers rights in the tourism sector. This can be channelled through



CHART 6: Union membership among respondents

The role of tour operators

collectively chosen representatives or involve direct interaction between the worker and employer. Being able to organise freely and to negotiate collectively is a pivotal element of democracy at the workplace.

The UN Declaration of Human Rights (Article 23,4), the ILO Declaration on Fundamental Principles at Work (1998), and ILO Labour Conventions C87 *Freedom of Association and Protection of the Right to Organise Convention*, 1948, and C98 *Right to Organise and Collective Bargaining Convention*, 1949 all support the right for every worker to freely join a trade union. The Ethical Trading Initiative maintains that not only should workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively, but that employers should be accepting of trade unions and their organisational activities and workers representatives should not be discriminated against.

Whilst there was no evidence amongst respondents in any of the three countries surveyed that workers were denied this freedom, a small number of workers from in each country expressed concern that representatives and even individual union members could be discriminated against. There was no statistically significant data to suggest that this was more likely in an all-inclusive hotel.

LABOUR STANDARDS, SOCIAL RESPONSIBILITY AND TOURISM, TOURISM CONCERN, 2004

'Tour operators in Europe sell a profitable and highly desirable product. In order to do so they contract with distributors, transport providers, sales agents and hotels all over the world. The demand created by consumers, using the tourism product, creates millions of jobs world-wide. However, labour rights and working conditions are invisible on the corporate social responsibility agenda. Low wages, poor conditions and negligible promotion prospects are consistent across the tourism sector in both rich and poor countries.'

'There is ample evidence that European tour operators are accountable for the actions and policies of their supply chain – including economic, social and environmental standards. Labour standards must be addressed as part of the wider corporate social responsibility agenda.'

Adverse labour conditions derive both from individual tour operator activities (e.g. employment practices) and from wider structural issues (e.g. unequal power relations between multinational tour operators, governments and local tourism entrepreneurs; labour law).

Whilst tour operators may not own or operate hotels, they can exert considerable influence, particularly if they are a key partner with a particular hotel or chain. They can also seek to cooperate with other industry partners.

They have a strong incentive to do so. There are clear reputational risks to being associated with poor employment conditions, while more immediate concerns might include the customer experience being diminished by low staff morale.

More structural issues, such as wages, require an industry-wide approach in cooperation with trade unions and the government, but again tour operators can play a key part.

In the long-term, a meaningful approach to decent work in hotels needs to seek opportunities for joint awareness-raising, incentives and

monitoring activities with other tour operators and other actors in the industry and beyond, including unions and governments.

Codes of conduct, labour audits and monitoring of performance can all be initiated by tour operators in seeking to improve standards, as can engaging with other initiatives, and other concerned groups, such as trade unions and employers associations, women's groups etc.

SAFEGUARDING LABOUR RIGHTS, KUONI

'We are committed to ensuring fair working conditions within the tourist sector. Thus, we have introduced human and labour rights standards into our Supplier Code of Conduct. These contractual provisions commit our suppliers to respecting local employment law and international human rights, to not tolerating any discrimination on the basis of sex or religion, to offering a safe and hygienic workplace and to paying at least the minimum wage for the work done.'

Conclusions and implications

The research detailed in this report reveals three overarching findings:

- 1 Staff in all types of hotel are faced with low wages and a range of unfavourable working conditions, from working hours which disrupt home life through to stress and exposure to risk.
- 2 Workers in all-inclusive hotels face even less favourable working conditions. Amongst our respondents a greater number were on short term contracts which offer fewer benefits and less job security. Prolonged contact with guests is more likely in all-inclusives, which can be stressful. All-inclusive hotel staff receive significantly less in tips meaning that their overall remuneration is lower. Concerns about unpaid overtime are also greater.
- 3 There is some evidence of progress since Tourism Concern's published research in 2004: 'Labour standards, social responsibility and tourism'. This has come about in part as a consequence of union representation and effective collective bargaining, including in a context of broader social dialogue and the enforcement of appropriate legislation. Barbados in particular demonstrated a model of engagement that appears to have had some favourable results and is respected by many of the staff who we interviewed.

ADEQUATE EARNINGS AND PRODUCTIVE WORK

The IUF Policy for the tourism sector states that *'workers in the HRCT sector are entitled to a decent base pay, equal to at least the average in the country. All employees are entitled to a regular wage for regular hours. Whenever compensation is dependent on the volume of business (pay based on service charge), employees must also be guaranteed a minimum salary.'* Our research suggests that this is generally the case but some workers in our survey still receive less than a

living wage and, as stated above, staff in all-inclusive hotels often receive little or nothing in tips. The IUF also state that *'Workers should have access to company documents to verify the amount of tips and service charge they are entitled to'* which is rarely the case, and further that *'the working conditions, wages and fringe benefits of seasonal, temporary or part-time workers... should not be below those of full-time permanent workers.'* Again, our research suggests that this is not the case, particularly in all-inclusive hotels.

In Barbados the amount and the distribution methods for service charges is determined by collective bargaining.

One dynamic aspect of decent work is whether individuals are able to improve future work and income via training and further education. The ILO say that *'Human resource development in tourism should be given priority attention by tourism leaders, within the framework of sectoral social dialogue at all levels and supported by governments and educational institutions'*. Our research demonstrates a clear need for such dialogue as there is a general reluctance for hotels to invest in training, particularly of lower level staff and staff on short term contracts.

DECENT HOURS

The ILO say that excessive hours and atypical hours can be detrimental to physical and mental health and they impede the balance between work and family life.

Working hours were one of the most commonly cited causes for concern amongst respondents in all three countries and women were particularly badly affected.

Whilst our data did not suggest that working hours were different in all-inclusive hotels, more of their staff reported incidences of overtime not being paid. Also, since all-inclusive

guests tend to spend more hours each day in the hotel, there may be more work to be done and prolonged contact with guests, which can be tiring and stressful.

The IUF state that *'Working hours in the HRCT sector should be set by collective bargaining and efforts should be made to eliminate differences that may exist in this respect with other economic sectors.'* The negotiation of acceptable maximum working hours, including maximum overtime and minimum time between shifts etc can set industry benchmarks by which hotels can be held to account. Working hours should also comply with national laws.

STABILITY AND SECURITY OF WORK

Job security is seen by most people as an important aspect of decent work, and the IUF Policy for the tourism sector states that *'IUF affiliates in the HRCT sector should put a priority on the creation of stable, permanent, full-time jobs.'* However, the seasonal nature of tourism and its vulnerability to political and economic crises create big fluctuations in occupancy which in turn mean that employment in tourism is not secure. The need for a flexible workforce also means that many staff are only on short term contracts. Staff on such contracts – of whom our survey suggested there is a higher number in all-inclusive hotels – consistently reported more stress, lack of training, lack of benefits and greater discrimination.

In Barbados, however, this appears to have been mitigated somewhat by representation and negotiation. The tripartite Barbados Social Partnership, which deals with wider national issues of job security and layoffs as part of policy, provides a backdrop to the collective bargaining process by which minimum hours, staff compensation, and/or reassurance

about future re-employment can be negotiated.

COMBINING WORK AND FAMILY LIFE

Reconciling work and family life has become a major public policy concern in many countries and can be seen as a gender equity issue, since women often have main responsibility for family care and household work.

It is clear from our research that family life often is disrupted by employment in hotels, with workers having to travel long distances to work, work atypical hours (evenings, nights, weekends, holidays, etc), long hours and split shifts, sometimes with an insufficient break to return home between shifts. The IUF policy states that *'Whenever feasible, workers should work uninterrupted shifts. In the event of broken shifts, adequate compensation should be negotiated.'* This was not always the case amongst our respondents.

FAIR TREATMENT IN EMPLOYMENT

Fair treatment means working without harassment or exposure to violence, being listened to and given a degree of autonomy, together with the fair handling of any grievances or conflict. It also means not being subject to bullying or discrimination.

In our data, there were more reports of bullying and harassment in all-inclusive hotels. Staff in all types of hotel often felt they were not listened to and, with individual exceptions, were not adequately supported by management.

SAFE WORK ENVIRONMENT

IUF policy states that *'Safety and health issues should be included in collective bargaining. Emphasis should be on the need to train workers in the sector, particularly in light of the specific nature of the hotel and*

restaurant professions with respect to contacts with customers.' As discussed above training provision is often inadequate, particularly for staff on short term contracts. Health and safety training was only mentioned by a relatively small number of respondents.

There were numerous examples of injury, illness and exposure to risk. There were also reports of stress, particularly from workers in all-inclusive hotels. Long working hours, reduced salaries, split shifts, job insecurity, commuting time to the workplace and staff reductions were all noted as contributing to increased levels of stress.

The ILO says that a comprehensive approach is required through which the health, safety and well-being of workers becomes an integral part of continuous improvement of services. Preventative measures can take many forms: reduction in continuous or repetitive work, elimination of hazards, substitution of less hazardous substances or processes, safety and health education, protective equipment, careful design of workflow, and limiting the participation of vulnerable groups (e.g., young workers). Reducing stress and fatigue also reduces accidents.

SOCIAL PROTECTION

Adequate social protection is a defining feature of decent work around the world. Whilst many permanent staff in all hotels reported receiving a range of benefits, most of those on short term contracts did not. As has been stated there were more of those in our sample who worked in all-inclusive hotels.

SOCIAL DIALOGUE AND COLLECTIVE BARGAINING

Social dialogue between governments, employers and workers on issues of common interest is seen by

ILO-IHRA STATEMENT ON TOURISM AND EMPLOYMENT, JANUARY 2010

'Employment in the tourism industry should include not only job creation but decent and productive work in sustainable hospitality enterprises...

All stakeholders should collaborate in order to improve employment regulations and working conditions in the tourism industries, in line with the Employment and Decent Work Agenda originally developed by the ILO and subsequently accepted widely by the UN system. Stakeholders should also ensure safety, equality and human dignity as well as adequate levels of remuneration in tourism employment.

the ILO as pivotal in promoting consensus building and democratic involvement. In turn, the right for an individual to join or form trade unions of their own choosing and to bargain collectively is critical to the pursuit of decent work. Workers are dependent on the strength and efficacy of their union and of course unions need the support of members. In Kenya, most of the respondents to our survey were union members, but only two thirds were in Barbados. In Tenerife the proportion was even lower.

The tripartite Social Partnership in Barbados (between government, unions – including the Barbados Workers Union who represent hotel workers – and employers), has facilitated the signing of a number of protocols addressing social and economic problems, and workers rights have been enshrined in law. It is clear that, despite sometimes being problematic, the process has improved working conditions for workers in general. A lot of the significant progress for hotel workers has been negotiated by the Barbados Workers Union, via collective bargaining, against this backdrop.

Country profiles

It is essential to situate analysis of pay and working conditions in hotels within the wider social and economic development context which influences it – they are inextricably linked. High unemployment and competition for jobs can drive wages down for example, and fluctuations in tourist arrivals mean employees are even more vulnerable than in other industries. There is a business case for government protecting the labour force as it encourages overseas investment. However, corruption, political uncertainty, and economic and political crisis can undermine political control and the ability to protect workers, whilst also disrupting tourism.

The capacity, resources, and political will of a government determines its ability or willingness to uphold its duty to fulfil and protect the rights of workers, including through the effective implementation of legislation. Poverty, social and political conflict and poor governance all affect the way businesses operate, as well as the ability of workers and their representatives to negotiate. Wider societal and cultural norms also influence the extent to which internationally recognised standards are adhered to, and help determine vulnerabilities affecting certain groups.

Laws covering working hours, contracts, protection of wages, child protection, forced labour, holidays, freedom of association and collective bargaining etc. can of course play a major part in protecting workers. These also include the right to strike and collectively bargain. Ratification of ILO conventions is a good indication that international standards are being recognised. However, these may not be translated into laws, and even when they are, the laws may not be adequately enforced. In Kenya, for example, the Ministry of Labour have admitted that they are under-resourced and require more technical officers to enforce the labour laws.

Kenya

The Republic of Kenya is a sovereign state in the African Great Lakes region of East Africa. Its capital and largest city is Nairobi. Kenya lies on the equator with the Indian Ocean to the south-east and covers 581,309 km² (224,445 sq mi) with a population of about 44 million as at July 2012.

Kenya's services sector, which contributes about 61 percent of GDP, is dominated by tourism, which has grown steadily in most years since independence in 1963. By the late 1980s it had become the country's principal source of foreign exchange. Tourists, the largest number from the United Kingdom and Germany, are attracted mainly to the coastal beaches near Mombassa and the game reserves. Tourism is now Kenya's largest foreign exchange earning sector and generated US\$803 million in 2006, up from US\$699 million the previous year.

However, during the 1990s, the number of tourists travelling to Kenya decreased, partly due to the well publicised murders of several tourists. Following the controversial 2007 presidential election and the 2007-2008 Kenyan crisis that followed, tourism revenues plummeted from 273,000 arrivals in 2007 to only 130,585 in 2008.

Tourism Concern's research found that 87% of tourists to Kenya were buying all-inclusive packages in 2004: a percentage which has been maintained since.

Economic Outlook

Having witnessed drastic currency depreciation and rapid inflation in 2011, the economy experienced stability for both indicators in 2012 and 2013 and this is predicted to persist. The economy experienced moderate growth of 4.5% in 2013 and, according to projections by the World Bank and the International Monetary Fund (IMF), is expected

to grow by up to 6% this year, even after the temporary shock of the September 17, 2013 terrorist attack in Nairobi.

GDP per capita has grown consistently in the last 10 years and was over US\$800 in 2013, up from around US\$400 in 2003. However, whilst Kenya's poverty levels have also declined, over 40% are estimated to still be below the poverty line, and over 65% in coastal areas where tourism is popular. Unemployment in Kenya is estimated at about 40% of the workforce, with 70% of those unemployed are between the ages of 15 and 35. Social protection has improved in recent years, but still fails to reach many in the population, particularly the most poor. Many of these are competing for employment

in tourism, which can lead to acceptance of unfavourable working conditions and pay.

The Human Development Index (HDI) is a composite statistic of life expectancy, education, and income indices used to rank countries into four tiers of human development. HDI in Kenya has increased in the last decade, but was still only 145th in 2013, which is in the low human development tier.

Labour Law

Labour law in Kenya has improved in the last decade, with a number of updated laws being established via a coordinated consultative process. The Labour Institutions Act, 2007, Employment Act, 2007, Labour Relations Act, 2007, Work Injury

Benefits Act, 2007, and Occupational Health and Safety Act, 2007 were key amongst these. *To see a world map showing labour laws in Kenya in a range of categories, go to: www.africapay.org/kenya/home/labour-laws/world-map-labour-laws.*

According to the ILO Kenya has ratified 49 conventions, including 7 of 8 fundamental conventions, 3 of 4 governance conventions and 39 of 177 technical conventions.

Trade Unions

The Central Organization of Trade Unions, COTU (K) is the sole national trade union centre in Kenya. COTU (K) was founded in 1965 upon dissolution of the Kenya Federation of Labour and the African Workers' Congress. It currently affiliates 35 of the 41 registered trade unions in the country, and has a membership of about 1.5 million.

KUDHEIHA – the Kenya Union of Domestic, Hotels, Educational Institutions, Hospitals and Allied Workers – is one of the oldest trade unions in Kenya, formed in 1951, and represents the workers in hotels to improve their terms and conditions of employment through collective bargaining.

Whilst it has been effective in some areas, there are reports of weak leadership and a low capacity to engage in collective bargaining, which has led to fragmentation and reduced membership. It has been criticised by some workers for its close relationship with the Kenya Association of Hotel Keepers and Caterers (KAHC), although others make the counter argument that this is a manifestation of effective social dialogue.



Tenerife

Tenerife is the largest and most populous island of Spain's seven Canary Islands, with a land area of 2,034.38 square kilometers (785 sq mi) and population of 898,680.

Tourism is the most prominent industry in the Canaries, which is one of the world's major tourist destinations. In 2005, 9,276,963 tourists came to the Canary Islands of which 3,442,787 visited Tenerife. In 2012 the total was 4.900.817, slightly down on 2011 but still demonstrating how rapidly visitor numbers are increasing overall. However, economic crisis since 2008 has resulted in a decrease in employment in the sector which, despite the modest recovery of tourism activities in 2010, still continues.

Tourism is more prevalent in the south of the island, which is hotter and drier and has many well developed resorts such as Playa de las Americas and Los Cristianos. More recently coastal development has spread northwards from Playa de las

Americas and now encompasses the former small enclave of La Caleta.

In the more lush and green north of the island the main development for tourism has been in the town of Puerto de la Cruz.

Economic Outlook

Spain is rated as the world's 23rd most developed country and is listed among the countries of very high human development. Until 2008, the Spanish economy was regarded as one of the most dynamic within the EU. However, it was hit hard by the global economic crisis of 2008-9.

The bursting of the housing bubble tipped Spain into a severe recession and by the end of 2011 the country had an unemployment rate of nearly 23%. In spring 2013 this had risen further to 27.2%.

Labour Law

The basic sources of labor law in Spain are the Constitution of 1978, treaties such as the International Labour Organization Agreements

No. 87 (Agreement on Trade Union Freedom and Protection of the Right to Form Trade Unions of 1948) and No. 98 (Agreement on the Right to Form Trade Unions and Right to Collective Bargaining of 1949), the 1995 Labor Act, Parliament Acts, Royal Decrees, the government regulations that implement the 1995 Labor Acts, collective bargaining agreements, individual labor contracts and case law.

According to the ILO Spain has ratified 133 conventions, including 8 of 8 fundamental conventions, 4 of 4 governance conventions and 121 of 177 technical conventions.

However, in the face of the growing economic crisis, the Spanish Parliament recently passed drastic reforms to labour laws, ostensibly to give employees confidence, but in effect making it easier and cheaper for them to lay off workers.

During the two decades preceding the crisis, social dialogue in Spain played a fundamental role and was a distinctive trait of industrial relations. As a result of the financial and debt crisis, social dialogue as a tool for socio-economic governance has been questioned for both its legitimacy and effectiveness. The crisis has put the Government and social partners under great pressure to introduce reforms in a short period of time and under a rapidly worsening socio-economic context. To a certain degree, the exogenous pressure to implement reforms and austerity has reduced the space for the Government to seek consensus.

There are around 2.9 million trade union members in Spain and the latest official figures from the ministry of labour for 2010 show that 16.4% of all those in work are union members. In our survey, Tenerife had the lowest number of unionised workers.



Barbados

Barbados is an island country in the Lesser Antilles. It is 34 kilometers (21 mi) in length and up to 23 kilometers (14 mi) in width, covering an area of 432 square kilometers (167 sq mi). It is one of the Caribbean's leading tourist destinations and one of the most developed islands in the region. Tourist facilities are densely concentrated on the west and south coasts. Barbados has a population of 277,821 people.

From 1956 to 2000 international arrivals grew from 17,900 visitors to 545,000. Since then, however, numbers have fluctuated somewhat, dropping to 498,000 in 2002 and then climbing to 575,000 by 2007. Numbers were 568,000 in 2011, 536,303 in 2012, and 508,520 in 2013. Approximately one third of visitors come from the UK.

Tourism has expanded economic

opportunities for both sexes but, from a gender perspective, women and men tend to be allocated positions that conform to traditional patterns and men's roles tend to attract higher pay.

Economic Outlook

Barbados was ranked 38 by Human Development Index in 2013, putting it in the very high human development bracket. GDP per capita rose from US\$9,500 in 2000 to over US\$14,000 in 2010. However, partly as a result of poor economic performance in Europe, GDP contracted in 2011, was flat in 2012 and contracted again in 2013. Barbados relies heavily on European source markets for its tourism sector, and the declines in visitor numbers described are reflected in GDP. Growth is predicted

to continue to be sluggish and recent concerns have also highlighted that some of their Caribbean neighbours are experiencing growth in tourism while numbers in Barbados continue to fall.

Labour Law

In Barbados, there are a number of labour laws which define the rights and responsibilities of employees, employers and any representative groups, and which cover areas including industrial relations, occupational safety and health and labour standards, reflective of ratified ILO Conventions. According to the ILO Barbados has ratified 40 conventions, including 8 of 8 fundamental conventions, 3 of 4 governance conventions (Priority) and 29 of 177 technical conventions.

The Barbados Social Partnership was initiated in 1993, in response to the severe economic challenges of the early 1990s – a tripartite social dialogue between government, the private sector and the trade unions. The Social Partnership is credited by some for an increased level of trust and cooperation within Barbadian society which has allowed the country to realise economic development and social stability in the past two decades. The Barbados Workers Union, who represent the majority of hotel workers, have achieved a lot via collective bargaining and, in parallel, have played a central role in the Social Partnership.





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Tourism Concern is an independent campaigning organisation founded in 1989 to challenge exploitation in tourism, particularly in the global South. It aims to increase understanding of the impact of tourism on environments and host communities among governments, industry, civil society and tourists; and to promote tourism development that is sustainable, just and participatory, and which is founded upon a respect for human rights.

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